

**LIST OF ACTIVITIES OF CELLS OF BSNL CORPORATE OFFICE NEW DELHI,  
2017, Issue 3  
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## **2.0.1 GM/Sr.GM/PGM (Admin)**

### **1. Transport Facility & Reimbursement of other Charges**

- 1.1 Hiring and leasing of vehicles including Policy for officers.
- 1.2 Provision of vehicles to CGMs/PGMs on official tour.
- 1.3 Fuel/driving charges reimbursement to Sr. Officers.
- 1.4 Reimbursement of Electricity, Entertainment, Fuel, Driving charges to entitled officers (CMD/Directors/Sr. Executives).
- 1.5 Reimbursement of mobile phones/Broadband/Telephone bills for Retd.CMD and Directors/EDs of BSNL CO.

### **2. House Keeping, Security, Telephone & Protocol**

- 2.1 Housekeeping, Security, Pest Control & Monitoring of Reception of BSNL CO.
- 2.2 Booking of Meeting Rooms/Conference Hall.
- 2.3 Arrangement of Air Tickets (Domestic & International), finalizing itinerary of Sr. Executives including foreign tour.
- 2.4 Organizing and arrangement of Heads of Circle and other meetings, provision of logistic support like vehicles, stay etc. of visiting officers.
- 2.5 Arrange for club membership/Credit card to the CMD/Board Directors.
- 2.6 Providing Telephone service connections to BSNL CO officers / employees & Policy related matters thereto.

### **3. Vehicle procurement/policy, I-Card / Medical Card & Miscellaneous Works.**

#### **Policy relating to procurement supplying /condemnation of vehicles in field units.**

- 3.1 Sanction of motor vehicles new / replacement in field units.
- 3.2 Allocation of B.E. & R.E. for the head motor vehicles/furniture/office equipments & Vehicle Norms for field units.
- 3.3 Matters relating to condemnation/scraping Motor accidental claims / MAC Tribunal matters.
- 3.4 Issuing I-Cards, Medical cards for CO working and retired officers/employees and to DOT Passes.
- 3.5 Cable connection payments to BSNLCO.
- 3.6 Speed-Post bills/cheques of BSNL CO.
- 3.7 KTS system installation /maintenance in BSNL CO.

#### **4. PR Work**

- 4.1 All works related to PR Cell like preparation of press-clipping on daily basis and sending them to CMD office, Email to Sr. Officers of BSNL.
- 4.2 Organizing Press Conference for CMD BSNL & sending Press release to Media & arrange to publish news in Press/Electronic Media.
- 4.3 Web site management of Media Gallery.
- 4.4 Arrangement of Photographer, Videographer, Backdrop /Banner /Standies /Projector etc for important meetings.
- 4.5 Publishing of in-house Journal of BSNL namely Sanchar Sarika.
- 4.6 Publishing of yearly Calendars and Diaries.

#### **5. Stationery, Photocopy & Fax machines etc**

- 5.1 Procurement of general/Printed stationery items, Photocopy paper etc.
- 5.2 Purchasing and distribution of Uniform to Grp.D staff.
- 5.3 Procurement and Mtce. (CSMC) of photocopier machines & FAX machines of BSNL CO.
- 5.4 Providing Rubber Stamps & Name Plates to officers of BSNL CO.
- 5.5 Printing of Visiting Cards.

#### **6. Space allotment, Medical issues, Canteen, Furniture etc**

- 6.1 Work station/Room allotment to Officers/officials.
- 6.2 Administrative approval for Civil and Electrical works & their Supervision
- 6.3 Maintenance & allotment of Inspection Quarters at New Delhi
- 6.4 Functioning of BSNL CO Canteen, Catering arrangement for important meetings/events
- 6.5 Procurement, distribution and maintenance of office equipment (tables, chairs etc).
- 6.6 BSNL Medical Policy matters- formation, implementation and issue of clarifications.
- 6.7 Empanelment of Hospitals and verification.

#### **7. Sports & Welfare**

- 7.1 Constitution of BSNL Sports & Cultural Board & Allocation of Sports & Welfare grant to Circle Sports & Cultural Boards.
- 7.2 Organizing Sports and Cultural Board meeting.
- 7.3 Arranging 16 AIBSNL tournament and Budget allotment.
- 7.4 Arranging & sanctioning funds for BSNL Team Participation in Inter PSU/National, National level and International tournaments/events.
- 7.5 Career Progression, increment & Financial assistance to BSNL Sports person.

- 7.6 Sports Calendar of BSNL sports & Cultural Board.
- 7.7 Sanchar Krida Award Cash Award for International and national event to outstanding Sports persons.
- 7.8 Miscellaneous Sports matter/Staff matter/Union matter/AGM of Federation etc.
- 7.9 Implementation of Scholarship (Technical and Non-Technical) /Book award for school going children of CO employees.
- 7.10 Financial assistance in Death cases.
- 7.11 Transport allowance, Hostel subsidy to handicapped / mentally retarded children of BSNL employees.
- 7.12 Printing of Booklet on Welfare Programmes in BSNL
- 7.13 Organizing excursion trips
- 7.14 Purchase of medicine from market and supply thereof for First-Aid-Boxes kept at all the floors
- 7.15 Grants in Aid to TWCO/BSNL School.
- 7.16 Organizing farewell to retiring employees of BSNL Corporate Office.

## **8. Estate Functions**

- 8.1 Preparation of waiting list/allotment/retention/temporary allotment of BSNL regular and transit quarters.
- 8.2 Allotment of type I, II & III quarters under Utilization Schemes.
- 8.3 Raising Bill and Eviction proceedings for unauthorized occupants.
- 8.4 Liaisoning with NDMC & other Local Bodies concerned.
- 8.5 Electrical maintenance inside residential quarters, pump & motor operation for water supply to these quarters.
- 8.6 Getting the civil maintenance done through civil wing and common area electrical maintenance through Electrical wing
- 8.7 Upkeep and maintenance of BSNL Inspection quarters at Delhi.

## **2.0.2 GM/Sr.GM/PGM (Establishment)**

### **1. ESTABLISHMENT-III SECTION**

- 1.1 All Policy matters in respect of Non-Executive Employees of erstwhile cadres (Technical & Non-Technical), of Telecom Engineering Wing, covering recruitment, Medical examination, verification of character and antecedents, appointments, seniority, transfers, leave, service records, retirement, change of name, religion and date of birth etc.
- 1.2 Framing/Amendment/relaxation of Recruitment Rules in respect of Non-Executive cadres (Technical & Non-Technical), of Telecom Engineering wing.
- 1.3 Matters pertaining to misconduct like violence, assaults, absconding/missing of official, taking part in politics, practice of untouchability, non-maintenance of spouse, absconding from duties of non-executives employee of erstwhile cadres (Technical & Non-Technical), of Telecom Engineering wing.
- 1.4 Matters pertaining to redeployment of TF/TSO staff and matters pertaining to Territorial Army (non-executive only).
- 1.5 Coordination for items relating to National Council issues/Parliamentary Committee on SC/ST matters, Committee Meeting of National council, for all sections and issues falling under GM(Estt.).
- 1.6 Disposal of representations, VIP references, Parliament Question, Court Cases/Legal Notices, Audit Memos./Paras etc., pertaining to above subject.
- 1.7 Inter Circle transfer of non-executives of live cadre under Rule-8,Rule-9 and wasting cadre under RULE-9 (Temporary Transfer)
- 1.8 Direct recruitment in the cadre of JE.
- 1.9 Disposal of RTI applications pertaining to Establishment Branch as C.P.I.O.
- 2.0 Reimbursement of amount paid by Retired Employees of BSNL CO towards telephone charges.

## **2. ESTABLISHMENT-IV SECTION**

- 2.1 Framing/Amendment/Relaxation of recruitment rules in respect of Executives of Junior Telecom Officers (JTO) cadre.
- 2.2 Issuing clarification on the matter of compassionate ground appointments & recruitment rules of JTO's.
- 2.3 Matters pertaining to misconduct like violence, assaults, absconding/missing of officials, taking part in politics, practice of untouchability, non-maintenance of spouse, absconding from duties of Executives of Junior Telecom Officer (JTO) cadre.
- 2.4 Disposal of representations, VIP references, Parliament Questions, Court cases/Legal Notices, Audit Memos/paras etc. pertaining to above subjects.
- 2.5 HR matters of JTO's posted in Corporate Office on temporary transfer.
- 2.6 Concurrence for compassionate ground appointments on the recommendation of High Power Committee of Circles.
- 2.7 Maintenance of Service Books of approx (99) JTOs posted in BSNL Co.
- 2.8 Ratification issues of JTO absorbed in BSNL for their penalty of removal and Dismissal.

## **3. LABOUR ESTABLISHMENT SECTION**

- 3.1 All policy related issues concerning Casual labourers, their regularisation in the post Uma Devi Judgement of Hon'ble Supreme Court.
- 3.2 All Industrial Disputes received through appropriate Government for conciliation.
- 3.3 All the Court cases relating to above subjects pending in the various Tribunals, High Courts, Supreme Court.
- 3.4 Issuing necessary guidelines to the circles for defending the court cases of the above mentioned issues.
- 3.5 Matter relating to issue of Presidential Order in respect of left out cases of eligible Casual Labourers.
- 3.6 Disposal of Representations, RTI, VIP references, Parliament Questions, Audit Memo/Paras/Legal Notices etc. pertaining to above mentioned subject.

#### **4. TELECOM ESTABLISHMENT CELL**

- 4.1 Policy regarding Re-organization of Telegraph Traffic Arms and Telecom Wing.
- 4.2 Bifurcation of circle/SSA and formation of Telecom Districts, Re-naming of Circle/Units/Posts.
- 4.3 Evolution/Extension of norms/ad-hoc norms for creation of Executives and Non-Executives including their duties and responsibilities.
- 4.4 Establishment matters relating to Industrial Staff in Telecom Store Depot/Telecom Factories.
- 4.5 Laying down service conditions like promotional avenues, overtime allowance, holidays, night duty co-efficient, split duties, call duty transport facilities, duty hours, weekly off etc. HRA in lieu thereof in respect of Telecom Staff.
- 4.6 Establishment matters related to Official Language Cadres and to Stenographers, drivers, draftsman, library staff etc.
- 4.7 Representations, VIP references, RTI matters, Parliament Question, Court Cases/Legal Notices, Audit Memos/Paras pertaining to above subject.
- 4.8 Miscellaneous work relating to submission of reports relating to TE Section.
- 4.9 Any other work assigned by the Senior Officers.
- 4.10 Creation, Diversion, Abolition, Up-gradation of Telecom Engineering Group 'A' Telecom Factory, Telecom Traffic Service and GCS Group 'A' and 'B' posts.
- 4.11 Policy matters relating to OTBP/BCR Schemes, Promotion Policy and restructuring of non-executive cadres.
- 4.12 Preparation and finalisation of yearly man power plan for creation of additional posts.
- 4.13 Delegation of powers of CGMS/Heads of Circles for creation of non-executive posts and man-month posts.
- 4.14 Matters related to HOCC/Consultative Committee/National Council /Associations/ Unions.
- 4.15 Representations, VIP references, RTI matters, Parliament Questions, Court Cases/Legal Notices, Audit Memos/Paras pertaining to above subject.
- 4.16 Policy matter relating to Non-Executive Promotion Policy (NEPP).



## **5. PAT SECTION**

- 5.1 All matters relating to pay & allowances like pay fixation, pay anomalies including revision of IDA scales in BSNL.
- 5.2 Policy and clarifications on all matters concerning to sanction of advances, staff claims and benefits to staff like :-
  - (i) Advances for purchase of conveyance/other items.
  - (ii) Grant of Special Pay.
  - (iii) Medical reimbursement cases under CS(MA) Rules.
  - (iv) LTC
  - (v) TA/DA
  - (vi) CCA/HRA
  - (vii) Special Compensatory Allowances.
  - (viii) HBA Cases
  - (ix) ACP Scheme.
  - (x) Deputation Allowances
  - (xi) Other Allowances.
- 5.3 Policy regarding Productivity Linked incentive Scheme.
- 5.4 Grant of Perks of BSNL employees.
- 5.5 Issue of DA/IDA Order.
- 5.6 Disposal of representations, VIP references, Parliament Question/Court/Legal Notices pertaining to above subject.

## **6. PENSION SECTION**

- 6.1 All matters relating to pension, family pension, commutation of pension, DCRG.
- 6.2 All matters relating to fixation of pay of Telecom Officers working in Corporate Office and CGMs of all Circle.
- 6.3 All matters regarding issue of Annual increments to Telecom Officers working in Corporate Office and CGMs of all circles.
- 6.4 Maintenance of Service Books and their updation covering leave, Transfer / Posting, Motor Car/Scooter/Computer advance etc., Entry of LTC, Leave Salary, LSPC, Record of Nomination of GPF, CDRG, Commutation of Pension and CGEGIS/GSLI Scheme of BSNL.
- 6.5 Issue of Qualifying Service Certificate, Verification of Service prior to Superannuation retirement, Preparation of Identity Cards to retirees.
- 6.6 Disposal of representations, VIP references, Parliament Question /Court Cases/Legal Notices pertaining to above subject.
- 6.7 Monitoring/compiling data i.r.o. pension revision of BSNL retirees.

### **2.0.3 GM/Sr.GM/PGM (Recruitment)**

- 1.1 Creates calendar on the basis of details of vacancies or backlog vacancies, received from respective Cadre Controlling Authorities i.e. Establishment Section, FP Branch, Architecture Wing, Electrical Wing, BW Wing and Telecom Factory Wing etc.
- 1.2 Conducts Exams for direct recruitment for JAO, JTO, JE (erstwhile TTA), MT and DGM etc. Conducts Internal Exams (LICE) for promotion to various cadres (Executives and Non-Executives) as per Recruitment Rules.
- 1.3 Operates as per SOP (Standard Operating Procedure) to optimize the conduction of exams. Formulation of notification/ online Registration/candidature verification/finalizing Question Bank/conducting online exam/ finalizing provisional & final answer keys/declaration of result etc.
- 1.4 Coordinates for recruitment of Executive Directors.
- 1.5 Monitors meticulously to deal/effectively defend matters pertaining to RTI, Appeals, Court cases, Grievances etc. of its own or through the circles as the case may be.
- 1.6 Periodic review and updating of existing scope in the process of conducting exam etc.

## 2.0.4 GM/Sr.GM/PGM (Training)

### 1. Training Cell

- 1.1 Staff Training Training center matters viz., staff/faculty / guest faculty, Labs & Buildings, campus infra. & facilities management. ISO certification, Etc.
- 1.2 Staff Training In-service/Vendor/EPP/induction training matters of all cadres, Reports, Syllabus, CTMS portal, schedules, etc.
- 1.3 Staff Training External trainings (with in India) to staff offered by various organizations, /learning DOT Sponsored programs (long term) and Distance Learning Scheme
- 1.4 I.T/Portals staff training portals viz., CTMS & websites/portals of various training centers and Non-BSNL training portals viz., learn telecom, EETP.
- 1.5 Performance Mgmt. a) GPMS of DIR (HR) for HR part &  
b) GPMS of APEX training centers and Periodic review
- 1.6. Performance Mgmt IPMS for executives of Training Cell
- 1.7 MoU with DoT Training KPIs under MoU with DOT
- 1.8 Financial / Budget RE & BE for Capital Outlay - Ancillary Systems (Training Centers).
- 1.9 Meetings HOCC, HR heads meetings, etc.
- 1.10 Trg. Data / Info. Inputs on training cell activities/achievements for mgmt. on various occasions /events
- 1.11 General Disposal of Court, RTI, PQ, SC/ST/OBC/PWD, Union References, PG, Audit, etc. cases and dealing with relevant portals.
- 1.12 General General and admin. work of training cell
- 1.13 Non-BSNL Trg. \* Vocational / summer training
- 1.14 Non-BSNL Trg. \* Commercial training proposals received from training centers.
- 1.15 Non-BSNLTrg. \*\* *AICTE-BSNL MoU Employability Enhancement Training Program (EETP)*
- 1.16 Apprentices Apprentice engagement/training in BSNL
- 1.17 DOT related BITCOE / R&D projects, Synergy among DOT PSUs

- 1.18 DOT related                      Setting up of National Telecom University
- 1.19 DOT Related                      Skill Development Training (in telecom domain) related, TSSC MoU, reports on SD, other reports to DOT, etc.
- 1.20 New Skill Development Schemes                      Swavlambi Scheme, Recognition of Prior Learning Scheme, Pandit Deen Dayal Upadhyay Kaushal Yojna Schemes
- Note:        \*                      Related to Training Revenue generation
- \*\*                      The matter has been settled/ closed and may be withdrawn

## 2. **International Relations**

- 2.1 Processing cases for foreign deputation of officers on various training programmes & Related activity
- 2.2 Coordination with DOT & Vigilance section, EF section, Protocol section etc.
- 2.3 CTO programmes- involves bidding & deputation of BSNL experts. It is a commercial related activity
- 2.4 Monitoring of CTO payments owed to BSNL on account of completion of delivery of training
- 2.5 New opportunities – Training cases pertaining to ASEAN, ITU-Centre of Excellence etc.
- 2.6 RTI / PG / other items related to IR
- 2.7 Inputs to higher-ups on IR related activities on various occasions
- 2.8 Processing cases for foreign deputation of officers on various programmes other than trainings like exhibitions, seminars, workshops, conferences, business visits etc. & related activity
- 2.9 Updating the list of officers who have been deputed abroad
- 2.10 Processing the cases of membership fee payment of APT, ITU, CTO, and TSDSI.
- 2.11 Dealing with ITU w.r.t. TIES Account requests
- 2.12 APT programmes – involves submission of proposals & coordination with APT for training of APT participants in BSNL training centres - It is a commercial related activity
- 2.13 Processing case for Budget allocation for foreign visits and membership fees.
- 2.14 Other works – (Like approval sought for training to international participants at special rates, VISA fee etc., panel of experts - training desk).

## **2.0.5 GM/Sr.GM/PGM (Pers.)**

### **1. PERSONNEL – I SECTION**

- 1.1 Dealing with promotion order in the cadre of STS (Telecom/TF) and above.
- 1.2 Dealing with transfer on promotion/request transfer/Tenure transfer/deputation in the cadre of STS (Telecom/TF) and above.
- 1.3 Dealing with issues related to ITS (absorbed/non-absorbed).
- 1.4 Implementation of DoT orders in case of officers in SAG/HAG level.
- 1.5 Preparation of Seniority List of absorbed officers of HAG/SAG/JAG level officers of ITS/TFS cadres.
- 1.6 Dealing with promotion of PPS cadre forwarded by respective circles.
- 1.7 Dealing with cases related to PSEB (public Enterprise Selection Board)
- 1.8 Forwarding applications of ITS (non-absorbed) to DoT for various service related purposes.
- 1.9 Disposal of APAR representations against Up gradation, below bench mark grading & adverse remarks of Officers whose reviewing officer is CGM and above.
- 1.10 Coordinated with DOT regarding missing APARs for NFU Promotions of ITS Officers in DOT.
- 1.11 Issuing of ARAR guidelines (received from DOP&T and DOT) i.e. endorsement to the field units. Queries related to On Line APAR.
- 1.12 ERP related issues of corporate office of AGM and above.
- 1.13 RTI cases related to AGM cadre and above on their service related issues.
- 1.14 Roster preparation in the cadre of STS/ SDE (TF) and their vacancy calculations.
- 1.15 Dealing with Probity and efficacy cases of AGMs and above on India basis in coordination with the circles.
- 1.16 Dealing with PG/CPGRAM/VIP cases in the cadre of STS cadre (Telecom/TF) and above.
- 1.17 Financial Up gradation (EPP) cases of the officers in the cadre of AGMs posted in C.O.

- 1.18 Service Matter relates to Retirement on superannuation/VR/Resignation etc. i/r/o group 'A' above officers.
- 1.19 Leave encashment after Retirement/ LTC/furnishing allowance in respect of CGMs & group 'A & above officers of C.O.
- 1.20 NOC for going abroad for ITS Non absorbed & Gr. A & above of C.O/ Identity certificate for obtaining passport in respect of CGMs and Gr. A Executive of C.O.
- 1.21 Leave cases of CGMs, Gr. A & above officers of C.O.& Looking after arrangement in respect of HAG officers.
- 1.22 Dealing with cases of higher study for pursuing MBA, PHD, LLB etc. i/r/o group 'A' & above of C.O and ITS (non absorbed)
- 1.23 CCS (Conduct) Rules, CDA Rules of Group 'A' movable property & immovable property of Gr. A & above of C.O and of CGMs.
- 1.24 Dealing with the representation/grievances of Individuals on HR matters in the grade of AGM and above in Telecom and TF cadre.

## **2. Personnel -II Section**

- 2.1 Dealing with the service matters related to SDEs (T) for Post based promotion & Time bound financial up-gradation.
- 2.2 Dealing with the service matters related to PA /PS/Rajbhasha Adhikari of BSNL field units including Post based promotion.
- 2.3 Maintenance of All India Eligibility List (AIEL) in respect of JTOs.
- 2.4. Roster preparation of SDE(T) cadre and their vacancy calculation.
- 2.5 To deal with Minister's/VVIP/PG/CPGRAM cases and other VIP cases including references from Hon'ble MOC & IT & MOS (C&IT) in respect of SDEs (T) cadre.
- 2.6 To deal with periodical review for ensuring probity and efficacy of SDEs/ DMs working at BSNL Corporate office & ERP unit, Ghaziabad.
- 2.7 Issues of sanction for leave encashment/GSLIS in respect of Group 'B' officers (SDE/ DM) working at BSNL Corporate office & ERP unit, Ghaziabad.
- 2.8 To deal with CCS (Conduct) Rule cases in respect of SDEs (TES Gr. B executives)

- 2.9 Vetting of para-wise comments & giving directions to field units in r/o Court cases pertaining to the cadres of PA /PS/Rajbhasha Adhikari of BSNL field units.
- 2.10 Dealing with Parliament Questions/Related Assurances Cases/JCM Cases/Associations representations.
- 2.11 Obtaining of Vigilance Clearance in respect of SDEs/PS/RA for **processing of** Voluntary retirement/ Resignation/ superannuation.
- 2.12 ERP related issues of SDE cadre.
- 2.13 **Processing of** NOC for going abroad/ obtaining passport in SDE cadre
- 2.14 Dealing with cases of higher studies for SDE cadre
- 2.15 **Processing of** cases related to deputation to other organizations in r/o SDE cadre.
- 2.16 CCS/ CDA Rules for Movable & Immovable property in r/o SDE cadre.
- 2.17 **Issuance and monitoring of implementation of Inter-circle/ Tenure transfer/ posting..**
- 2.18 Compilation of data regarding grade wise strength of posts, working strength etc. of SDE cadre.
- 2.19 Maintenance of Service Books of SDEs working at BSNL Corporate office & ERP unit, Ghaziabad.
- 2.20 Framing of Recruitment Rules in respect of SDE/ PA / PS/ Rajbhasha Adhikari cadre of BSNL field units & amendment thereof, whenever required.
- 2.21 Dealing with RTI cases related to SDEs/PA/PS/Rajbhasha Adhikari.
- 2.22 Compilation of the Probity & Efficacy cases of all circles in respect of SDE grade executives and obtaining approval from the Appointing Authority.
- 2.23 Distribution and posting of SDEs in different vertical units of BSNL CO based on changing business demands and requirement.
- 2.24 Processing of Individual grievances/ representations on HR matters.

**3. Pers. Legal Section, BSNL C.O.**

- 3.1 Overall supervision/monitoring of around 440 court cases in the current year relating to Promotion, transfer/posting, APAR, Reservation, seniority, disciplinary cases, Executive Promotion Policy of officers of the level of SDE (T)/ DE/AGM (Telecom) & above level officers and deployment of Gr. A of ITS Officers etc.
- 3.2 Initiating drafting/ensuring defending policy decisions of the company.
- 3.3 Filing and defending of cases in Supreme Courts/High court of Delhi and PBCAT.
- 3.4 Verification/cross check of draft replies prepared by Circles to ensure its compliance to policy guidelines of the Company.
- 3.5 Attending Conferences and briefing of Sr. Advocates/Addl. Solicitor General.
- 3.6 Handling all RTI/VIP/PGRMS cases.
- 3.7 Briefing of Sr.Advocates & ASG and chalking out strategy to defend the court cases.
- 3.8 Monitoring of the Court cases by contacting & reminding all the Circles on a regular basis.
- 3.9 Preparation of Action Taken Reports on the minutes of Parliamentary Committee on SC/ST and National Commission of SC/ST in r/o the cases this Branch has implemented the Court Orders or otherwise.
- 3.10 Examination of the court cases, being referred by the cadre branch belonging to Accounts & Finance wing, on account of integration of HR functions.



#### **4. CSS SECTION**

- 4.1 Dealing with promotion order in the cadre of CSS as detailed below:
  - i. Peon/Daftry/Lower Division Clerk/Upper Division Clerk/Asstt. Manager/ Deputy Manager/Asstt. General Manager/Dy. General Manager/Jt. General Manager/Addl. General Manager
  - ii. Grade D Steno / Personal Assistant/Private Secretary/Principal Private Secretary/Sr. Principal Private Secretary.
  - iii. NTR Cadre: ATT/TM/Telecom Technician/JE/Office Associate/ Office Superintendent/JE
- 4.2 Dealing with transfer on promotion / request transfer /deputation in the CSS Cadres as mentioned in para 1(i) and (ii) above.
- 4.3 Preparation of Seniority list of LDC/UDC/AM/DM/AGM and Grade`D`/PA/ PS/PPS/Sr.PPS.
- 4.4 ERP related issues of Corporate Office of the above mentioned cadres.
- 4.5 Dealing with leave and absentee cases of the said cadres and their entry in ERP/HRMS module.
- 4.6 RTI cases related to CSS cadre and their related issues.
- 4.7 Roster preparation of CSS cadres.
- 4.8 Dealing with probity and efficacy cases of CSS cadres.
- 4.9 Dealing with PG/CPGRAM/VIP cases of the CSS and NTR cadres in CO.
- 4.10 Financial up gradation (EPP/NEPP) cases of CSS cadres and NTR cadres in CO.
- 4.11 Service matter relates to retirement on superannuation/VR/Resignation etc. in respect of the above mentioned cadres.
- 4.12 Leave encashment after retirement/LTC in respect of the said cadres.
- 4.13 NOC for going abroad / issue of Identity Certificate for obtaining passport in respect of CSS and NTR cadres.
- 4.14 Dealing with cases of higher studies for pursuing MBA etc and reimbursement of the course fee to the above mentioned cadres.
- 4.15 Implementation of CCS (Conduct) Rules, CDA Rules while dealing with acquiring / disposing of movable property & immovable property of CSS and NTR cadres.
- 4.16 Computerized processing of Annual Property Returns.

**5. PERSONNEL POLICY– SECTION**

- 5.1 Original proposal for new HR policies, RRs.
- 5.2 References from other branches of HR vertical under HR integration on policy matters.
- 5.3 Issues in HR needing direct attention of higher authorities at Board level or Branch head level.
- 5.4 Association references covering these cadres which may or may not have policy issues.
- 5.5 Policy related references in Cadre controlling functions being performed in Pers. Branch within the scope provided by promotion policies like MSRR and EPP, BSNL transfer policy, Tenure policy, BSNL CDA Rules, certain GoI rules of DoP&T/DPE which are being followed as part of public policy, etc., as and when required.
- 5.6 Legal cases having the above policies/regulations at their core.

## **6. Personnel DPC Section, BSNL CO.**

- 6.1 Conduction of CPC for post based promotion to Group A and above grades in Telecom Operation, Telecom Factory, BW, Accounts, Electrical and Arch. Streams.
- 6.2 Conduction of CPC for promotion to different scales under EPP scheme w.r.t. executives working in different streams.
- 6.3 Conduction of CPC for promotion to Jt.GM(NF), Addl.GM(NF), Sr.GM(NF) in different streams ( **Telecom Operation, TF, BW, Electrical, Accounts & Arch streams**).
- 6.4 Collection of APARs from CS to Dir(HR) /Circles /Different Cadre Controlling Sections on receipt of administrative approval for conduction of CPCs in different streams ( **Telecom Operation, TF, BW, Electrical, Accounts & Arch streams**).
- 6.5 Obtaining VC from CVO/Circles for conduction of different DPCs in different streams. .
- 6.6 Preparation of SDEs Telecom seniority lists after receipt of information (AIEL, eligibility & promotion orders data) from Pers-II Section.
- 6.7 To deal the representations with regards to seniority lists of SDE(T) Cadre.
- 6.8 Preparation / maintenance of tentative seniority list (1 to 17) and its related issues.
- 6.9 Maintenance of SDE seniority lists.
- 6.10 Ante-dating of promotion of SDEs (JTO to SDE) cases before 2004 and its related issues.
- 6.11 Ante-dating of promotion of AGM and above grade from 2008 onwards and its related issues.
- 6.12 To deal with E-DPC works (w.r.t. AGM and above grade in different streams).
- 6.13 To deal with RTI cases/ First appeal / CIC decisions pertains to the works dealt by DPC section.
- 6.14 E-DPC preparatory work is being going on for DGM Grade.
- 6.15 Submission of PWCs to Pers-Legal section w.r.t. Court cases
- 6.16 All other miscellaneous works given by Senior Officers.

7. **Personnel- BW Section**

- 7.1 Processing cases related to promotion of Civil/ Electrical/ Architect Executives.
- 7.2 Processing cases for financial upgradation/ ACP of Civil/ Electrical/ Architect Executives.
- 7.3 Processing cases of periodical review for ensuring probity and efficacy among employees of Civil/ Electrical/ Architect Executives.
- 7.4 Processing of cases related to transfer / posting/ modifications and additional charge / post diversion etc. of Civil/ Electrical/ Architect Executives.
- 7.5 Preparation & updating of Seniority list/ Roaster registers in various grades of Civil/ Electrical/ Architect Executives.
- 7.6 Disposal of Personal cases of Civil/ Electrical/ Architect Executives related to permission for higher studies/ deputation on other department etc.
- 7.7 Processing and final disposal of VRS and retirement cases on attaining superannuation age of Civil/ Electrical/ Architect Executives.
- 7.8 Processing and final disposal of RTI cases/ Parliament Question etc. in respect to HR matters of Civil/ Electrical/ Architect Executives.
- 7.9 Process and disposal of VIP/ CPGRMS/PG cases related to HR matters of Civil/ Electrical/ Architect Executives.

## **2.0.6 GM/Sr.GM/PGM (Restructuring and WS & I)**

### **1. Restructuring Cell**

- 1.1 Processing of Consultant's report on Restructuring and HR strengthening in BSNL.
- 1.2 Succession plan in each grade for Management post (Higher, Middle & Lower).
- 1.3 Planning/Framing of VRS in BSNL.
- 1.4 Organization Restructuring aligning with Business Vertical.
- 1.5 Implementation of DPE guidelines on Performance Management System for higher officers in BSNL.
- 1.6 Review of Reporting system in BSNL.
- 1.7 Nodal Agency to coordinate with external Consultants on HR and Restructuring.
- 1.8 Creating the Staffing Norms for all hierarchies (across executives and non executives).
- 1.9 Coordination with West Zone Circles to review their overall Performance.
- 1.10 Consolidation of SSAs into Business areas.
- 1.11 Issuance of Job Description of the officers of the level of DGM and above.
- 1.12 Review of Implementation of Project Shikhar Scheme in BSNL.
- 1.13 Manpower planning for all Business verticals in BSNL CO, field units, SSA, Circles and its review from time to time.

### **2. Work Study & Inspection – (WS & I)**

- 2.1 Arranging conference of Head of Circles.
- 2.2 Approval of annual programme of inspection and /coordination and undertaking inspection of all the circles and other administrative units.
- 2.3 Release of Inspection reports to the concerned CGMs for their Compliance.
- 2.4 Monitoring Circle's own inspection reports.
- 2.5 Monitoring quarterly review notes received from Circles, monthly surprise visits carried out by SAG/HAG officers.
- 2.6 All policy matters and clarifications related to Inspection to field units and amendment of Inspection questionnaire.
- 2.7 Review of technical inspection hand book.

- 2.8 Preparation and submission of annual programme of Work studies for the approval of BSNL Board.
- 2.9 To hold vetting committee meeting for implementation of norms prepared by WS section in their Work Study reports.
- 2.10 Undertaking work measurement studies, Organizational analysis, and method studies in respect of various section in BSNL head quarter.
- 2.11 Work relating to preparing/list of activities of cells (unit wise) in BSNL CO.
- 2.12 BSNL CDA Rules: Issue of clarification/amendments.
- 2.13 Work relating to preparation of HR Manual
- 2.14 PGRMS/CPGRAMS:
  - (i) Compilation/Monitoring of PGRMS/CPGRAMS cases of all units under Director (HR).
  - (ii) Prepare statement on weekly basis for CMD/Dir (HR) meetings.
- 2.15 Probity and efficacy:
  - (i) Monitoring of Probity and Efficacy among the Employees of BSNL
  - (ii) Compilation of Data for Probity and Efficacy on periodic review and follow up action.
  - (iii) Submitting various reports to DoT on Monthly basis.
  - (iv) Uploading detailed report on DPE website on monthly basis.
- 2.16 Contract Labour: (Relating to **minimum wages, EPF and ESI** to contract workers **employed through agencies**)
  - (i) Grievances Related to contract labour and follow up action.
  - (ii) Industrial Disputes/Arbitrations/Awards/Notice from Labour Authorities, EPF authorities, Courts.
  - (iii) Data/information required on the issues of minimum wages/ EPF/ ESI
    - (a) Lok Sabha Secretariat
    - (b) Ministry of Labour (Labour Authorities)
    - (c) EPF authorities.
    - (d) Parliamentary committee.
    - (e) SC/ST cell.
  - (iv) Compliance of different labour Acts on the issues of minimum wages/ EPF/ ESI
    - (a) Guidelines to Circles.
    - (b) Issues pertaining to visit of Parliamentary Committee on Contract and Casual Labour in the Circles.
- 2.17 Transfer Policy
- 2.18 GSLI/GI/ Term insurance policy (only formation of policy, implementation concerns CA branch)

## **2.0.7 GM/Sr.GM/PGM (SR)**

- 1.1 Rules regulating Unions and Association of BSNL employees:
  - a) Framing, Amendment and Interpretation of Recognition Rules of Unions and Associations of serving BSNL employees.
  - b) Conducting of free & fair elections for membership of unions and associations for electing majority representative Union(s)/Association
- 1.2 Holding of National Council meetings under the Chairpersonship of Director (HR) at prescribed intervals.
- 1.3 Monitoring of Circle and Local Councils meetings
- 1.4 Formal/informal meetings with representatives of nearly 20 Unions and 11 Associations of serving BSNL employees.
- 1.5 Liaisoning with unions and associations and bringing their demands to the notice of the BSNL management and the concerned units
- 1.6 Guidelines/Clarifications on facilities like Special CL, Accommodation, and Immunity from transfer etc. to Unions and Associations
- 1.7 During strike/dhanra/demonstration etc. :
  - a) Persuade agitating employees to withdraw their agitation
  - b) Issue necessary instruction to field units
  - c) To call strike report to assess the impact of strike and take necessary remedial steps.
  - d) To attend and defend in the conciliation meetings held in the office of Chief/Dy./Regional Labour Commissioner w.r.t. Strike agitation Notices
- 1.8 Providing guidelines to Corporate Office/ Circles and other field units for smooth disposal of day-to-day issues related to Unions and Associations
- 1.9 To take up the demand/grievance of the Unions and Association with concerned Cell of BSNL CO/field units and monitor the developments.
- 1.10 Policies/ Guidelines related to staff quarters of BSNL.
- 1.11 Process cases received from field units regarding retention of Staff quarters beyond permissible period and submit these cases to High Power Committee of BSNL CO for decision.
- 1.12 Finalisation of pending absorption cases of Gr. B, C & D
- 1.13 Disposal of VIP references, RTI cases, CPGRAM/ PGGRAMS, Parliament question, Court Cases/Legal Notices, Audit Memos/Paras etc. pertaining to SR Cell.

## **2.0.8 GM/Sr.GM/PGM (SCT)**

### **1. SCT Cell:**

- 1.1 Cases received through the following Constitutional authorities are to be examined and action taken be submitted to them:
  - i) Parliamentary Committee on the Welfare of Scheduled Castes and Tribes.
  - ii) Parliamentary Committee on the Welfare of Other Backward Classes
  - iii) National Commission for Scheduled Castes.
  - iv) National Commission for Scheduled Tribes.
  - v) Parliamentary Committee on OBCs.
  - vi) National Commission for OBCs.
  - vii) Chief Commissioner for PwD.
  - viii) Ministry of Women empowerment.
  - ix) National Commission for Minorities.
  - x) National Commission for Human Rights.
  - xi) Ministry of Social Justice & Empowerment
  - xii) Department of Telecommunications etc.
  - xiii) The Standing Committee of Social Justice and Empowerment
- 1.2 Examination of Sexual harassment cases received from women employees various Circles and BSNL Corporate Office.
- 1.3 Examination of Grievance/Harassment/Complaint cases received from SC, ST, OBC, Minority, PwDEmployees of various Circles and BSNL Corporate Office.
- 1.4 Examination of staff grievances of above mentioned categories received through PGRMS & CPGRAM.
- 1.5 Parliament Questions, VIP references, RTI and Court cases.
- 1.6 Inspection of Reservation Rosters of various cadres maintained by cadre controlling branches of BSNL Corporate Office and Circles/SSAs in respect of SC/ST/OBC/PwD categories.
- 1.7 Compilation of replies to the Questionnaires/Recommendations received from NCSC, NCST, Parliamentary Committee on the Welfare of SCs & STs and Parliamentary Committee on OBCs etc.
- 1.8 Monitoring of False Caste Certificate cases.
- 1.9 Matters relating to SC/ST Employees Welfare Association of BSNL.
- 1.10 Issue of clarifications/instructions to various cadre controlling branches of BSNL Corporate Office and Circles in respect of reservation policy for SC/ST/OBC/PwD categories.
- 1.11 Preparation of Annual Reports regarding representation of SCs, STs and OBCs.



### **3.1.1 GM/Sr.GM/PGM (Finance NOFN)**

#### **1. NOFN Finance**

- 1.1 Raising of Centage claims on BBNL.
- 1.2. Compilation of all funds (Advance & Centage) received from BBNL/DOT.
- 1.3. Reconciliation of all funds (Advance & Centage) received from BBNL/DOT as well as their allotment to BSNL NOFN Circles.
- 1.4. Compilation of MPSTC reports for TDS & Service Tax etc. received from NOFN Circles & their onward submission to BBNL.
- 1.5. Allotment of funds as advance to BSNL NOFN Circles for NOFN Project.
- 1.6 Receipt of Form-16A from BBNL and their dispatch to BSNL NOFN Circles for further distribution among contractors of NOFN Projects.
- 1.7. Booking of Income in Trial Balance in respect of NOFN/NFS separately.
- 1.8. Monitoring of claims/advances raised to BBNL/DOT for NOFN/NFS Project.
- 1.9. Examination of proposal for raising fund demand for advances/claims of different stages from BBNL.
- 1.10. Administrative issues relating to NOFN Project.
- 1.11. Apportionment of Funds circle wise received from BBNL against Estimates, PO, and WO wise etc. (as the case may be) on the basis of funds received from BBNL.
- 1.12. Regulation of circle wise funds received from BBNL and its proportionate allotment to Circles and correspondence/Monitoring / coordination with Circles, BFC&I Section of BSNL C.O. and BBNL.

### **3.1.2 GM/Sr.GM/PGM (IA)**

#### **1. IA Cell**

- 1.1 Conducting Internal Audit Inspections (Proprietary items) of the CGMs, Telecom including CGMs, Project Circle Offices, SSAs and units of Corporate office.
- 1.2 Preparation, issue of Inspection Reports and monitoring compliance thereof.
- 1.3 Conducting all matters pertaining to Audit Paras.
- 1.4 Receipt of Draft Audit Paras on the working of BSNL received from Audit through Ministry and forwarding them to the respective PGMs/Sr. GMs/GMs of Corporate Office for submission of timely replies.
- 1.5 Coordinating with the respective PGMs/Sr.GMs/GMs for timely receipt of replies on DAPs and forwarding them to respective nodal DDsG in the Ministry for taking the approval of member concerned before submission of final replies to Audit for consideration of dropping from inclusion in the C&AG Report.
- 1.6 Receipt of Annual C&AG Report(s) and Performance Audit Reports on the working of BSNL.
- 1.7 Critically examination of the Para's included in the C&AG Report(s) and Performance Audit Reports and forwarding them to the respective PGMs/Sr.GMs/GMs in Corporate Office for preparation of Action Taken Notes (ATNs).
- 1.8 Coordinating with respective PGMs/Sr.GMs/GMs in Corporate Office for timely submission of Action Taken Notes on the respective C&AG paras and forwarding them to the nodal DDGs in the Ministry for taking approval of the Member concerned before submission of final ATNs to Audit for acceptance.
- 1.9 Receipt of PAC/COPU paras on the working of BSNL, forwarding them to the respective PGMs/Sr.GMs/GMs for submission of the Action Taken Notes (ATNs) for sending to the nodal DDGs in the Ministry for taking Member's approval before transmitting to Audit for acceptance.

- 1.10 All statements relating to outstanding C&AG/PAC/COPU paras.
- 1.11 Coordinating with the Ministry/Audit regarding progress of settlement of DAPs/C&AG/PAC/COPU paras on BSNL and taking follow up action thereon.
- 1.12 Receipt of Local P&T Audit (Resident Audit) Inspection Reports on various sections of the Corporate office for timely submission of replies.
- 1.13 Appointment of Chartered Accountants as Internal Auditors in BSNL & review report thereof in respect of **all Circles**. After compilation, submission thereof to Audit Committee of BSNL Board on quarterly basis.
- 1.14 Compilation of important paras of Internal Audit Inspection carried out by the In –house IA team of CO, BSNL for approval of Audit Committee of BSNL Board on Quarterly basis.
- 1.15 Receipt of Adhoc Audit Committees Quarterly Reports from all the Circles in regard to efforts made for settlement of P&T Audit Objections.
- 1.16 Receipt and Review of Quarterly Internal Audit Progressive Reports of the Circles on the Inspection carried out on their SSAs.
- 1.17 Examination of Quarterly Reports of Pending P&T Audit Objections of the Circles.

### **3.1.3 GM/Sr.GM/PGM (CA and R&P)**

**GM (Corporate Accounts) DGMs (CA-I)(CA-II)-Fin,(R&P) :**

#### **CA Cell**

1. Managing all affairs related to Corporate Accounts for BSNL
  - 1.1 Compilation of all periodic books of accounts
  - 1.2 Transfer of year end balances to Circles
  - 1.3 Preparation and submission of final accounts of BSNL for Statutory Audit and Certification by C&AG
  - 1.4 Addition & deletion of SAP GLs
  - 1.5 Implementation and maintenance of accounting package
  - 1.6 Clarifications on all Accounts related issues
  - 1.7 Instructions and Accounting Policies
  - 1.8 Procedure
  - 1.9 Implementation of Ind AS
  - 1.10 Fixed Asset/CWIP/Inventory related issues
2. Appointment of Statutory/Branch Auditors-all matters related thereto
3. Supply of information to various agencies like MIS Statistical Organization, Public Enterprises survey, Ministry of Disinvestment etc.
4. Managing all affairs related to following:
  - 4.1 Leave Salary/Pension Contribution
  - 4.2 Pension and other Retirement benefit settlement issues
  - 4.3 GPF/CGEGIS/GSLI scheme/EPF
  - 4.4 Settlement of Accounts with SAARC countries i.e. Indo-Nepal, Indo Pakistan and Indo-Bangladesh, Bhutan, Sri Lanka
  - 4.5 Clearance of Inter Circle/Intra Circle remittances
  - 4.6 Head of Circle/IFA Conference related matters
5. Managing all activities related to Auditors
  - 5.1 Interaction with P&T Audit and answering queries
  - 5.2 619(3) Reports from Branch/Statutory Auditors.
  - 5.3 C&AG/DAP/PAC Paragraphs relating to accounts of BSNL.
  - 5.4 Reduction in Audit qualifications
  - 5.5 Circulation of Audited Accounts
6. Managing all affairs related to License Fee, USO Levy, AGR, Cost Records, Accounting Separation and related TRAI Issues

7. Managing all affairs related to Pay-Bills
  - 7.1 Preparation of Pay Bills and Supplementary Bills
  - 7.2 Submission of Bank List for disbursement of salary through Bank
  - 7.3 Drawing of OTA Bills, Medical reimbursement (outdoor/Indoor)
  - 7.4 Calculation of income tax and recovery of the same
  - 7.5 Issue of Form 16 to the employees and submission of Form 24 in Income Tax office
  - 7.6 Calculation of perquisite in respect of the employee shaving Departmental quarters
  - 7.7 Final payment under Central Government Employees
  - 7.8 Insurance Scheme on retirement/resignation from service
  - 7.9 Calculation of leave encashment on retirement/resignation
  - 7.10 Issue of monthly/annual income certificates, Last Pay Certificate
  - 7.11 Calculation of Leave salary and Pension Contribution
  - 7.12 Entry of various kind of leave issued by different sections like CSS, SEA, Personnel Section and Pension Section
  - 7.13 Issue of House Rent Allowance certificates to executives and non-executives of BSNL
  - 7.14 Issue of license fee recovery certificates as and when required by the employees
  - 7.15 Preparation of bills in respect of advances like Scooter/Car, Festival, GPF Advance, Final withdrawal, final payment
  - 7.16 Modification of monthly recovery of CD/Loan in r/o P&T,
  - 7.17 MTNL and MOC Society
  - 7.18 Submission of recovery schedule in respect of P&T,MTNL & MOC Society.
8. Managing all affairs of Loans & Advances Section
  - 8.1 Medical Indoor treatment of BSNL Corporate Office (including pensioners)
  - 8.2 Outdoor treatment without voucher of BSNL Corporate Office (including pensioners).
  - 8.3 House Building Advances of BSNL Corporate Office and its related matters
  - 8.4 Car, Scooter, Computer Advances of BSNL Corporate Office
  - 8.5 GPF withdrawal & GPF Advances of BSNL Corporate Office
  - 8.6 GPF Final payment on retirement of BSNL Corporate Office
  - 8.7 TA bills /TA advances of BSNL Corporate Office
  - 8.8 Transfer TA bills/Transfer TA advances of BSNL Corporate Office
  - 8.9 LTC Bills/LTC advances of BSNL Corporate Office
9. Managing all affairs of Cash Section
  - 9.1 Pre-check
  - 9.2 Cash
10. Managing all affairs of Receipts and Payments (R&P)Section
11. Compliance of GST related work under Delhi zone.

### **3.1.4 GM/Sr.GM/PGM (Taxation)**

#### **1. Taxation Cell**

##### **Indirect Tax:**

- 1.1. Analysis of annual Budget Proposals of Govt. with reference to implications of Indirect Tax on Telecom Sector.
- 1.2. Analysis of Notification/Circulars/Guidelines issued by CBEC/CBITC, Govt. of India from time to time.
- 1.3. Issuing instruction/guidelines/advisory to BSNL Circles/Units for implementation/guidance in respect of Indirect Taxes.
- 1.4. Examining queries raised by field units on Indirect Tax matters and issuing clarifications/guidelines thereon.
- 1.5. Co-ordinating with P&T Audit on tax related matters.
- 1.6. Replying to RTI questions received from public on taxation matters of BSNL
- 1.7. Replying Parliament Questions.
- 1.8. Providing guidance on applicable GST Rate and Custom duty rate to the MM/User cell for finalising the bid price
- 1.9. Seeking opinion from tax consultants on various new tax laws and amendments.
- 1.10 Co-ordinating with Circles and ASP for filing of GST returns.
- 1.11. Monitoring payment of GST and optimum utilisation of Input Tax Credit (ITC).
- 1.12. Analysis of Business Proposals received from verticals of C.O. other Section with reference to Tax implications.
- 1.13. Analysis of running businesses in conformity with current taxation law.
- 1.14. Providing guidance to Circles for preparing reply to Show Cause Notices issued by Tax Authorities.
- 1.15. Examining of tax related clauses in Tender/EOI processed by various sections of C.O., BSNL
- 1.16. New initiatives.

## **2. Direct Taxes:-**

- 2.1 Payment of Quarterly Advance Tax by the due dates.
- 2.2 Replies to queries received from Income Tax Authorities/P&T Audit Memos/letters/CAG & DA Paras.
- 2.3 Filing of annual Income Tax return by due date including calling for related reports from the Circles and their consolidation in the CO.
- 2.4 Timely filing of replies with respect to the Assessments/ Appellate proceedings with Assessment Officers/CIT (Appeals)/ITAT/Courts. This will include calling for required information from the Circles/various branches of Corporate Office.
- 2.5 Entire work related to Tax Audit Report
- 2.6 Obtaining TDS statement(s) along with I.T. Certificates from Circles pertaining to concerned Financial Year and their reconciliation with Trial Balance figures for filing Income Tax Return with Income Tax Department.
- 2.7 Replies to queries received from Circles concerning TDS /other Direct Tax Matters.
- 2.8 Disposal of files received from other sections of Corp. Office concerning TDS/ other direct tax Matters
- 2.9 Timely generation of online Form 15CA for making international payments.
- 2.10 Coordinating the implementation of Robotics Process Automation, Proof of Concept for monitoring TDS receivable process.
- 2.11 Issuing instruction/guidelines/advisory to BSNL Circles/Units for implementation/guidance on issues related with international Taxation & TDS matters.
- 2.12 Obtaining Lower Tax deduction Certificate under section 197 of Income Tax Act 1961 from Income Tax Department for each Financial Year.
- 2.13 Seeking opinion from tax consultants on various new tax laws and amendments.
- 2.14 Settlement of Consultant's bill received.
- 2.15 Submission of periodical statements by due dates.
- 2.16 Monitoring of outstanding demand on account of short deduction/short payment of TDS against various TANs of BSNL.
- 2.17 New initiatives.

### **3.1.5 GM/Sr.GM/PGM (BFC&I)**

#### **Budget Financial Control and Investment Division (BFCI)**

##### **1. Banking Finance Section (BF)**

- 1.1 All activities pertaining to collection viz. constant watch over estimates of daily collection to be received from all Circles/Units, ensuring credits of the same in respective BSNL Corporate Office Collection Accounts on day to day basis.
- 1.2 Investment of surplus funds in short term deposits by calling bids/premature encashment of STDs.
- 1.3 Maintenance of connected records on Short Term Deposits/Timely watching of proper credits of principal and interest on maturity of STDs/Maintenance of records pertaining to Tax Deducted at Source/forwarding of STDS certificates to Corporate Accounts Section.
- 1.4 Timely transfer of funds to the operational requirements of Circles from time to time.
- 1.5 Arranging inter-bank transfers for transfer of funds for operational requirement of Circles.
- 1.6 Arranging issue of Bank Guarantees centrally required by various Circles/Maintenance of connected records.
- 1.7 Matters pertaining to Parliament Questions, Audit Inspections, Internal Audit/Statutory Audit/Certification of Accounts on annual basis, C&AG Audit/DAPs.
- 1.8 Selection of banks for availing Short Term and Long Term Loan at the low rate of interest.
- 1.9 Calculation of monthly rate of interest on STL/LTL and timely pay to different banks to avoid any penalty.
- 1.10 Monitoring daily interest charged by the bank on overdraft balance and immediately interact with the bank for sort out any difference if occurred.
- 1.11 Getting rating of BSNL from Rating Agencies.
- 1.12 Framing of Rules, regulations, procedures & instructions for all Circles/SSAs/PAUs in connection with all kinds of banking transaction.

##### **2. Capital Budget Section (CB)**

- 2.1 Compilation of Capex BE/RE based on assessment received from various branches of CO BSNL through CP&M.
- 2.2 Preparation of monthly as well as quarterly performance reports, Board Notes and other works in respect of Heads of Circles' Conference/ Meetings relating to Budget.
- 2.3 Advance payments to PSUs and watching circle wise adjustments in this regard.



- 2.4 Preparation of replies to the Parliament Questions.
- 2.5 Settlement of Audit Objections, DAPs and preparation of ATNs to DAPs etc relating to budget.
- 2.6 Preparation and compilation of ATNs to Standing Committee Reports.
- 2.7 Dealing of VIP, PG and RTI cases relating to budget.
- 2.8 Formulation of annual Plan, Five Year Plan, Mid Term Appraisals and Action Plans relating to budget.
- 2.9 Preparation of fortnightly, monthly and quarterly returns relating to budget.
- 2.10 Periodical fund authorization to Circles/units.
- 2.11 Working out the amount of purchase made by Telecom Stores Organization for Circles and payments.
- 2.12 Co-ordination with planning branches.
- 2.13 Monitoring CD payments made by nodal Circles.
- 2.14 Persuasion with panel advocate on the status of the various court cases and on the dates of listing for hearing of court cases, supply of information required by the panel advocate on court cases.
- 2.15 Processing of cases for release of funds in respect of NOFN, NFS, LWE, C-DOT, AFNET, INMARST Project works.
- 2.16 Correspondence on advances paid to M/s ITI Ltd and its adjustment.
- 2.17 Creation of IM Nodes under CA (Circle) & BA (SSA) wise for capital works in SAP.
- 2.18 Capex budget allocation in sap keeping in view the amount provisioned by CP &M Section.
- 2.19 Year end closure activities as per direction of ERP Core Team.

### **3. Revenue Budget Section (RB)**

- 3.1 Calling and compilation of Revised Estimates, Budgeted Estimates and Final Grant under Working Expenses, Revenue receipts, Stores, HBA and other Loan and advances releasing allotment thereof.
- 3.2 Periodical fund authorization to Circles/Units and review of fund released.
- 3.3 Work relating to matters taken up by various Unions/Associations pertaining to fund required for payment of various allowances.

- 3.4 Work relating to performance budget.
- 3.5 Adding of Budget Para.
- 3.6 IEBR for the current and following year.
- 3.7 Review of payment pertaining to License fee, Spectrum Charges and Corporate Tax etc with DOT.
- 3.8 Material of Standing Committee, Annual Report, Statistical Reports, Pre-Budget Economy Survey and Finance Commission.
- 3.9 Review of pending Financial Issues and Corporatization.
- 3.10 Related various Fortnightly, Monthly, Bi-Monthly and quarterly Reports/Statements.

#### **4. Banking Operation (BOP) Section**

- 4.1 Submission of Monthly Trial balance to Corporate Accounts Section and Maintenance of cash books and other relevant records.
- 4.2 Reconciliation/acknowledgement of balances with Circles in respect of remittances.

#### **5. BRS Section**

- 5.1 Monthly monitoring of Bank Reconciliation and Cash Flow Statements from Circles/Consolidated annual Bank Reconciliation Certificate from Circles.
- 5.2 Monthly Cash Flow Statement between BSNL Corporate office and Circles/Units.
- 5.3 Matter pertaining to Parliament Questions. Audit Inspection, internal/Audit/Statutory Audit/Clarification of Accounts on annual basis, C&AD Audit/DAPs/Statutory Audit.
- 5.4 Pursuance to obtain RBI blanket approval in respect of various cases for the next financial year by 31st March. Opening of Bank Accounts and setting up of credit limits for transfer of funds to circles under the mother-child-grand children banking Arrangements.
- 5.5 Reduction of cheque deposited but not credited and unlinked items shown in the BRS.
- 5.6 Furnishing of un-hedged Foreign Currency Exposure Certificate to all.
- 5.7 Realisation of 200 crore along with dividend /interest from M/s ITI Ltd.

**6. Banking Analysis and Consumer Initiative Section (BA&CI)**

- 6.1 Inviting and Evaluation of competitive quotations /bids/tenders from various banks for service charges for banking transactions. Signing of agreements with banks for various kinds of banking transactions /facilities. Renewal/Termination of Agreements. Obtaining of Bank Guarantee and monitoring of agreements and BG, opening of Operation/Collection A/cs. MOU with CMS Banks for loans to BSNL Staff .
- 6.2 Checking /Scrutiny of bills received from CMS banks in respect of service charges and authorisation payment thereof.
- 6.3. Framing of rules/regulations, Procedure & instructions for all Circles/SSA in Connection with all kinds of banking transaction.
- 6.4 Selection of Banks for collection of payment of telephone and other service bill through modern modes, introduction of new modes for the banking services viz., recharging of prepaid mobile connection through electronic mode.
- 6.5 Release and renewal of Bank Guarantees with cash margin.
- 6.6 Scrutiny and review of proposals pertaining CUSTOMER INITIATIVES for bill Collection through Portal, Kiosks, EDC Machines, Banks and retail outlets.
- 6.7 Preparation of Agenda Notes for BSNL Board/Management Committee meetings w.r.t. Customer Initiative proposals and compliance Action taken notes pursuant to the Board/MC direction.
- 6.8 Entering into agreement with third parties for bill collection through various modes and obtaining Bank Guarantees for the new CI agreements and Correspondence with various entities and Circles/BSNL units w.r.t. customer initiatives.
- 6.9 Licence fee payment to DOT through Nodal Circles (Haryana), Preparation of BG with cash margin and compilation of statement related to penal interest claims relating to all banks

### **3.1.6 GM/Sr.GM/PGM (PF)**

#### **1. PROCUREMENT FINANCE CELL**

- 1.1. All procurement proposals from all verticals are examined and vetted.
- 1.2. Vetting of all Tender documents.
- 1.3. Vetting of all EoI documents.
- 1.4. Vetting of RF proposals.
- 1.5. Rendering financial advice to all vertical Directors in respect of procurement matters.
- 1.6. Any proposals from New Business are analysed and rendering financial advice.
- 1.7. Rendering financial advice for all MC notes submitted to Management Committee of BSNL in respect of procurement and tendering matters.
- 1.8. All Advertisement/Marketing proposals are being vetted.
- 1.9. Vetting of all Advance Purchase Orders.
- 1.10. Vetting of all Purchase Orders.
- 1.11. Vetting of amendment/modification on the P.Os.
- 1.12. Matters relating to Telecom Factories in respect of procurement matters and rendering financial advice.
- 1.13. Rendering of Financial Advice sought by Telecom Circles in respect of Procurement matters.
- 1.14. Examination of all proposals as directed by CMD/Directors in respect of procurement matters and rendering financial advice.
- 1.15. Proposals from Civil/Electrical Wings/NCNGN Circle are being examined.

### **3.1.7 GM/Sr.GM/PGM (FP & EF)**

#### **FINANCE PERSONNEL – (FP)**

##### **1. Staff Establishment & Accounts Section (SEA)**

- 1.1 Creation of posts in Accounts and Finance service.
- 1.2 Permanency of Posts in Accounts and Finance service.
- 1.3 Retention/ Diversion of posts in Accounts and Finance Service upto Gr. A / Gr. B posts/.
- 1.4 Initiating of fresh work study to IWSU for norms in Accounts and finance service.
- 1.5 Fixation of duties and cadre restricting in Accounts and Finance service.
- 1.6 Recruitment Rules in Accounts and Finance service.
- 1.7 Posting and Transfers in Accounts and Finance service.
- 1.8 Foreign deputation in Accounts and Finance service.
- 1.9 DPCs/ promotions/Confirmations in Accounts and Finance service.
- 1.10 FR 56-J cases in Accounts and Finance service.
- 1.11 Local Deputation in Accounts and Finance service..
- 1.12 Retirement in Accounts and Finance service.
- 1.13 Voluntary Retirement of Accounts and Finance service.
- 1.14 Acceptance of resignation From AO onwards in AFS.
- 1.15 Leave cases of officers in Accounts and Finance service
- 1.16 Increment cases of Accounts and Finance service personnel
- 1.17 All routine matters of Accounts and Finance service personnel
- 1.18 Review of property returns of Accounts and Finance service personnel
- 1.19 Pay fixation of Accounts and Finance service personnel
- 1.20 Conduct rules (including movable / immovable property) of Accounts and Finance service personnel
- 1.21 Forwarding applications for employment elsewhere of Accounts and Finance service personnel.

- 1.22 NOC cases (for passport/visa etc) of Accounts and Finance service personnel
- 1.23 Individual petitions on service matters of Accounts and Finance service personnel
- 1.24 Court cases involving all cadre in Accounts and Finance service
- 1.25 Ministers cases of Accounts and Finance service personnel
- 1.26 Parliament questions relating to Accounts and Finance service
- 1.27 Brief for meetings relating to Accounts and Finance service
- 1.28 Union references relating to Accounts and Finance service
- 1.29 Application of CCS (Conduct Rules) – Deputation of officers including Foreign Service.
- 1.30 Permission for extension of service, employment after retirement, change of date of birth, Change of Name and special representation if any, etc.
- 1.31 Preparation of personal data. Stay particulars of the officers etc.
- 1.32 Policy matter relating to Telecom accounts clerk, Junior accountant & Senior Accountant (T/A), maintenance of Service books, pay Fixation & other allied works of corporate office finance and accounts staff.

## **2. Training Finance Section (Trg. Fin.)**

- 2.1 **Basic Training:** - Foundation/Pre- appointment and induction Trainings to Deptl. & Dr. JAOs
- 2.2 Planning for JAOs training in advance.
- 2.3 Deciding the training period for JAOs in different phases.
- 2.4 Issuance of various orders pertaining to training of JAOs.
- 2.5 **Short Term Trainings:** - Deputing Gr. A & B (Accounts & Finance) officers of corporate office as well as officer working in various field units for short term trainings to be conducted by reputed institutes like ICWAI, ASSOCHAM, FICCI, ICAI, IPA & IIPA etc. when and where such programmes are announced.
- 2.6 **Trainings at Departmental Training Institutes:** Deputing AFS Officers of Corporate office for various programmes being conducted in departmental Training institutes / for courses applied by the officers for such courses
- 2.7 **Long term & Foreign Trainings:** - Forwarding nominations of IP&T AFS Gr. Officers to DDG (IR) /Screening Committee for further processing of foreign deputations after getting approval from Directors (Finance).
- 2.8 **NATFM Issues:** - Training Finance Cell acts as coordinator for various activities of NATFM. Issues of NATFM are dealt with in Training Finance Section for scrutiny and approval.
- 2.9 **Data Bank:** - Maintaining the data bank of Gr. A IP&TAFS officers.
- 2.10 Any other miscellaneous matters relating to training in respect of Accounts & Finance personnel.

## **3. Establishment Finance**

### **(A) list of activities carried out by EF are:-**

- (i) Delegation of financial powers in BSNL including issue of order.
- (ii) Vetting of Policy regarding TA/DA (Travelling Allowance) admissible on tour/transfer.
- (iii) Cost Cutting matters.

### **(B) Proposals in which financial advice/concurrence is accorded by Establishment Finance Branch BSNL Corporate Office, are mentioned as under, that:-**

- 3.1 Training, Seminars etc. inside or outside India and training schemes of ALTTC and other training centers in India.
- 3.2 Dealing with the cases related to stepping up of pay, pay anomaly, revision of pay scales, grant of special pay etc( Advice on the proposal of Estt. Branch).

- 3.3 Fixation of Pay and arrears claims including HRA/CCA/TA/Medical Welfare/Pension/Gratuity/GPF/Honorarium to staff etc. within laid down policies. ( Advice on the proposal of Estt. Branch)
- 3.4 Framing policies on HRD related matters viz. BSNLMRS, Transport Allowance, Leased Accommodation, CPF, Sports Welfare, Compassionate appointment, different insurance welfare Schemes, TA/DA Rules etc.
- 3.5 Conversion of CDA Pay Scales to IDA Pay Scales (Advice on the proposal of Estt. Branch).
- 3.6 Vetting of Recruitment Rules in BSNL and committee Meetings for evolving regular/adhoc norms.
- 3.7 Proposal from Establishment/Personnel Branches on staff matters such as promotion, fixation of pay, pay anomalies etc.
- 3.8 Review of Audit Paras/JCM/Union/Court/CAT Cases on the above items.
- 3.9 Financial advice/concurrence to all expenditure proposals of Admn./IT Cells, including vetting of NITs, finalization of tenders, participation in TECs, purchase committees etc.
- 3.10 Dealing with the cases of appointment of consultants of financial wing of CO BSNL.
- 3.11 Air travel claims of CO BSNL Officers inside India as well as Abroad.
- 3.12 Recoverable/Payable to DoT.
- 3.13 Financial concurrence on the claims of Civil/Electrical wing working under CGM NTR.
- 3.14 Proposals on Hiring of vehicles/leased vehicle/new vehicle for BSNL CO as well as purchase of new vehicles for whole India in BSNL.
- 3.15 Sanction of new posts in BSNL including corporate office for all cadres based on norms or without norms.
- 3.16 Permanency of posts in BSNL including corporate office for all cadres and retention of posts.
- 3.17 Staff standards on report of internal work study resulting saving of expenditure.



#### **4.0.1 GM/Sr.GM/PGM (NWO-CFA)**

##### **Network Operations-CFA:**

1. Maintenance and operations of all Consumer Fixed Access (CFA) network assets, whilst ensuring priority in service delivery and service assurance for enterprise customers.
2. **(NWO-I) CFA:**
  - 2.1 Managing operations and maintenance of All access media-Beyond local exchange (PSTN).
  - 2.2 Dealing with all Parliament questions related to NWO-CFA Section.
  - 2.3 Dealing with all types of complaints including CPGRAM, PG, and MOC & General complaints related to NWO-CFA Section.
  - 2.4 Dealing with all RTI Cases related to NWO-CFA Section.
  - 2.5 Dealing with all Scrapping related works of NWO-CFA Section.
  - 2.6 Formulation of policy, issuing of instructions and fixing Quality of Service (QoS) parameters for operations and maintenance.
  - 2.7 Defining specifications for procurement of equipment and materials required for network maintenance (as and when required).
  - 2.8 Liaisoning with GM (Network Planning)-CFA for timely delivery of required equipment and materials.
  - 2.9 Managing all affairs related to Maintenance Switching Services (MSS) section related to CFA Network Assets, including
    - i) Policy matters related to operation and maintenance of external plants and also monitoring the performance and modernization of the above Fixing quality of service parameters for exchange Performance
    - ii) Analysis of technical problems in maintaining external plant and finding out solutions.
    - iii) Write off of losses to fixed assets like line & wires etc. Caused by fire, accident, theft riots, and other unforeseen events.
    - iv) Co-ordinate Telecom arrangements during major events.
  - 2.10 Managing all affairs related to Maintenance Switching Exchange (MSE) Section relating to CFA Network Assets, including
    - i) Policy matters related to operation and maintenance of all types of Telephone Exchanges external plants and also monitoring the performance and modernization of the above.
    - ii) Framing maintenance policy and issue of instructions for proper maintenance
    - iii) Analysis of technical problems in maintaining external plant and finding out solutions
    - iv) Fixing of norms and monitoring of Acceptance Testing
    - v) Framing guidelines for fire prevention in Exchanges

- vi) Write off of losses to fixed assets like exchange equipments , P/P & battery plant, line & wires etc. caused by fire, accident, theft, riots and other unforeseen events.
- 2.11 Managing all affairs related to Maintenance Switching Traffic (MST) Section relating to CFA Network Assets, including
  - i) Annual physical verification of assets like line & wire etc.
  - ii) Allotment of 3 digit/4 digit code with metering, non-metering and special services for public utility services.
- 2.12 Formulation of policy for engaging services of external agencies (as and when required) for network maintenance.
- 2.13 Engaging and monitoring centralized vendors for network maintenance against pre-defined SLAs (liasoning with relevant sections for the same).
- 2.14 Liasoning with PGM (Corporate IT)-CA and GM (IT)-CFA for IT systems and tools required for Network Maintenance, Operations and Monitoring.
- 2.15 Liasoning with Circles for smooth day-to-day operations of all access media-Beyond local exchange (PSTN).

### **3. NWO-III CFA:-**

- 3.1 Managing operations and maintenance of all CFA network assets
  - i) CFA assets defined as All PSTN switching devices (including Level 1 TAXs).
  - ii) Formulation of policy, issuing of instructions and fixing Quality of Service (QoS) parameters for operations and maintenance.
  - iii) Monitoring operations (fault detection) of Level1 and Level 2 TAXs through National Network Management Centre (NNMC) and Regional Network Management Centers (RNMCS) at Corporate Level.
  - iv) Liasoning with Heads of Network for Consumer Fixed Access at Circle and Region for undertaking fault repair.
  - v) Ensuring SLA adherence on operations of CFA network assets across circles.
  - vi) Ensuring inspection of CFA business unit network assets on a periodic basis by liasoning with CGM (Inspections)-CA.
- 3.2 Defining specifications for procurement of equipment and materials required for network maintenance (as and when required).
- 3.3 Liasoning with GM (Network Planning)-CFA for timely delivery of required equipment and materials.
- 3.4 Managing all affairs related to Maintenance Switching Services (MSS) section related to CFA Network Assets, including
  - i) Policy matters related to operation and maintenance of all types of Telephones Exchanges including internal plants and also monitoring the performance and modernization of the above.
  - ii) Fixing quality of service parameters for exchange Performance.
  - iii) Analysis of technical problems in maintaining exchanges and external plant and finding out solutions.

- 3.5 Managing all affairs relating to Network Management (NM) section related to CFA Network Assets, including
- i) VIP-VVIP and Minister Cases in respect of complaints for unsatisfactory working of STD facility in Telephone Exchanges in BSNL
  - ii) Study and Monitoring of Network Management Systems working in BSNL
  - iii) Study, analysis and monitoring of STD services traffic data from TAXs
  - iv) Collection of Data for metered call unit (MCUs) for the different charge bands
  - v) Monitoring of performance of TAXs and Collection of Traffic Data for National TAX Study
  - vi) Monitoring of call completion rate (CCR) for STD routes.
  - vii) IOBAS implementation in field units
  - viii) Instructions for routing plan of TAXs
- 3.6 Managing all affairs related to Maintenance Switching Exchange (MSE) Section relating to CFA Network Assets, including
- 3.7 Policy matters related to operation and maintenance of all types of Telephone Exchanges including internal and external plants and also monitoring the performance and modernization of the above.
- i) Framing maintenance policy and issue of instructions for proper maintenance
  - ii) Analysis of technical problems in maintaining exchanges and external plant and finding out solutions
  - iii) Organizing workshop/seminars for maintenance of Electronic exchanges in co-ordination with TEC, NCES, T&D Circle, QA, TTC etc.
  - iv) Fixing of norms and monitoring of Acceptance Testing
- 3.8 Managing all affairs related to Maintenance Switching Traffic (MST) Section relating to CFA Network Assets, including
- i) Implementation of inter-dialling scheme (without code) in eligible SDCAs/LDCAs and restructuring them as per norms
  - ii) Standardization of symbols of telecom installation and buildings.
  - iii) PSTN numbering plan and its implementation for all sections.
  - iv) Deal with case on charging plan, numbering plan for various value added services. Home country services and free phone services.
  - v) Development of CTMX by CDOT, introduction of CDTMX Systems under ADB loans, procurement of CTMX systems (ITI make) and their commissioning and other related issues.
  - vi) Charging plan of Trunk Call and justification/reduction of trunk circuits.
- 3.9 Formulation of policy for engaging services of external agencies (as and when required) for network maintenance.
- 3.10 Engaging and monitoring centralized vendors for network maintenance against pre-defined SLAs (liasoning with relevant sections for the same).
- 3.11 Liasoning with PGM (Corporate IT)-CA and GM (IT)-CFA for IT systems and tools required for Network Maintenance, Operations and Monitoring.

3.12. Liasoning with Circles for smooth day-to-day operations.

- i) Monitoring utilization of deployed network assets at Corporate Level (by Circle).
- ii) Results to be incorporated into overall plan for network modification and expansion.
- iii) Handling all matters related to Ministry War Book (MWB) and Disaster Management Systems.
- iv) Management of all ILD related Operational & Maintenance activities, including
- v) International gateways operational matters
- vi) Management of traffic based on termination rates
- vii) Management of operational aspects of ILD services.
- viii) Intelligent Network, Signalling network and related activities.

#### **4.0.2 GM/Sr.GM/PGM (BB-NWP-PDP)**

##### **1. NWP- BB-PDP Cell**

- 1.1. Implementation and resolving the issues of all BB projects which includes 3.22Mn, Multiplay Phase I/II, Rural & P2.2 Projects and equipments.
- 1.2. Preparation of various Monthly MIS/ TRAI reports, Quarterly & yearly performance reports of Broadband cell.
- 1.3. Preparation of Revised Estimate and Budget Estimate (RE-BE) for NWP- BB cell Projects and following up for its utilization, unmet demand of Circles. Also work related to circle wise allocation of budget in ERP through BFCA cell.
- 1.4. MOU/ Other Physical Target setting related to Wireline Broadband /FTTH & communication with Circles on Achievements.
- 1.5. Reply of Parliament Questions, Parliamentary Assurances, and Standing Committee Reports related to NWP- BB & PDP- CFA Cell.
- 1.6. Reply of VIP References, CPGRMS/PGRMS cases and all complaints related to NWP- BB & PDP - CFA Cell.
- 1.7. Dealing of Local Audit Paras, DAP paras, C&AG para & ATNs related to NWP- BB & PDP - CFA Cell.
- 1.8. Dealing of RTI cases & RTI appeals related to NWP- BB & PDP - CFA Cell.
- 1.9. Dealing of all works related to FTTH services which includes budget allocation of FTTH service, rollout work of FTTH services, issues related to AMC of FTTH equipment etc.
- 1.10. Works related to BSNL Wi-Fi Tender on CAPEX model, Customer Acquisition & Communication Management System (CACMS), BB-NMS Tender, Web-Filtering & Anti-Spam tender.
- 1.11. Work related to CGNAT and MSAN tenders.
- 1.12. Wi-Fi Hotspots under revenue share model through Hotspot Service Providers (HSSPs). Pilot project of USOF for setting up Wi-Fi Hotspots at 200 Gram Panchyats.
- 1.13. Works related to deployment of 25000 Wi-Fi Hotspots at Rural Telephone Exchanges of BSNL.
- 1.14. Works related to LIM project, Peering/ Caching with various content providers, issues related to Messaging. Blocking of websites etc.

- 1.15. Works related to Wi-Fi empanelment EOI, new tender for Wi-Fi ADSL 2+ CPEs and agreement with M/s ipass for Wi-Fi internet service to their subscriber on payment basis.
- 1.16. Works related to new BNG and RPOP tender, MNG-PAN tender, Expansion of Multiplay (additional RPOP at Chandigarh, New cards in BNG, Converter, Managed video surveillance etc.
- 1.17. Implementation of new Landline Broadband/FTTH/WiMax Tariff plans and re-formulation of existing tariff plans based on inputs received from field units and suggested by Tariff committee/ Higher Officers. Launching of different promotional tariff plans for CFA products.
- 1.18. Compilation & preparation of TRAI reports on Quality of Service (QoS) of CFA Call centers under Basic Telephone services and Broadband services.
- 1.19. Monthly / Quarterly MIS reports compilation and submission to Regulation Cell, CP&M Cell and other cells Also, submission of Month wise/Quarterly reports related to Quality of Service of BB/FTTH services to different BSNL CO units like CP&M, MIS, Regulation, BP-CFA etc.
- 1.20. Implementation and resolving the issues of NMEICT Project and Common Service Centers (CSC) project. Preparing data for MHRD/ Local Review Meetings & Minutes for NMEICT Project. Work related to Wi-Fi connectivity in Jharkhand circle using through 782 LWE towers. Work related to Wi-Fi connectivity proposals to universities/colleges related to MHRD.
- 1.21. Provision of Wireline Broadband connectivity in Rural & Remote areas under Universal Service Obligation Fund (USOF) agreement entered between BSNL & DoT. Rolling out Public Wi-Fi Hotspots at Rural Telephone Exchanges of BSNL from these Wi-Fi Access Points under USOF through revenue share model. Dealing of various issues related to vendors of BSNL services under USOF including arbitration cases.
- 1.22. Tariff work related to Landline, ISDN PRI/ BRI & ISD services and tariff cases received from ECT/EB-I/EB-II cell of BSNL Co. Analysis and processing of the LL/BB proposals submitted by the other BSNL units (e.g. EB cell

#### **4.0.3 GM/Sr.GM/PGM (CS & CSC-CFA)**

##### **CS-CFA CELL**

##### **1. PHA Section**

- 1.1 Policies of Telecom facilities to Hon'ble MPs (LS/RS) and Union/State Ministers and Liaison with Circles as well as LOP, BSNL for provision of telecom facilities to MPs & Union/State Ministers Total MPs 770 (LS=545 & RS=225) & Union/State Ministers and redressal of MPs & Union/State Ministers grievances/suggestions.
- 1.2 Maintaining database i.r.o. telecom facilities provided to MPs & Union/State Ministers taking compliance from Circles and forwarding to LOP, BSNL for billing realizations.
- 1.3 Landline policy, Landline CAF, Concessional telephones of different categories, Legal cases of Landline, RTI, PQ.
- 1.4 Liaisoning i.r.o. study visit/sitting of different Parliamentary Committees. Participants of the agenda and list of points followed by minutes of the meetings and compliance of their grievances/suggestions of committee members/ chairman.
- 1.5 VVIP, PGRAMS and CPGRAMS complaint cases of landline customers.

##### **2. PHB SECTION**

- 2.1 All matters relating to constitution of TACs (Total TACs -342) and TAC nominations including provision of Telecom facilities to newly nominated TAC Members and their correspondence with all the Telecom Circles as well as DOT.
- 2.2 Supervision of work regarding conduction of TAC meetings in the Telecom Circles / SSAs and correspondence with DOT.
- 2.3 Provision of Telephone facilities during the visits of Hon'ble President of India and other SPG Protectees.
- 2.4 Matters related to application of Model Code of conduct & provision of telephone facilities during General-elections / Bye-elections and correspondence with concerned Circles.
- 2.5 Handling of the Arbitration cases of old telephone directories of different circles.
- 2.6 Disposal of representations regarding Parliament Questions / RTI cases / VVIP / VIP cases / Court Cases / Legal Notices / PG Cases (CPGRAMS & PGRAMS) pertaining to the above subject.

**3. CSC Section**

- 3.1 CSC functioning & monitoring.
- 3.2 Best CSC Awarded nomination & processing.
- 3.3 General day to day work i.e.as RTI & PQ & PG Cases.

**4. BP-CFA Section**

- 4.1 Compilation of annual internal targets for the Circles with the help of other CFA Business Units.
- 4.2 Preparation and submission of reply of the Parliament questions, if any, to higher authority for taking further n/a.
- 4.3 Active participation in preparation of GPMS Score Card for the Director CFA as well as Territorial Circle/Non-Territorial Circles and communicate the same to Restructuring Cell.
- 4.4 Preparation of IPMS Score Card for BP-CFA Cell and communicate the same to Restructuring Cell.
  - i) Vetting of GPMS Score Cards of Circles on Mid-term basis.
  - ii) Vetting of GPMS Score Cards of Circles on Annual basis.
  - iii) Monitoring of achievements against the assigned CFA targets circle wise on monthly basis.
  - iv) Submission of Monthly report regarding "Parliament Assurance" and "Significant and important activities/achievements for Cabinet" to Sr. GM (NWP-CFA) and Sr. GM (Admin) respectively.
- 4.5 Policy of PCOs, preparation of PCO's Targets/ Achievement reports, monthly BSNL Shoppe report and 7 Annexure reports.



#### **4.0.4 GM/Sr.GM/PGM (NWO–BB & IN)**

##### **1. NWO –BB & IN Cell**

- 1.1. EOI for Outsourcing of BB mtce. & provisioning services, Review performance BB mtce. & provisioning in SSAs
- 1.2. Broadband operational Parameter monitoring
- 1.3. Sunday BB fault/provisioning monitoring
- 1.4. AMC of BB equipments ( Extensions( ZTE, NSN,TCIL), Performance, Issues ( LD issue)
- 1.5. TRAI reports monitoring
- 1.6. CCTNS project for VPNoBB circuits
- 1.7. FTTH operation and maintenance issue
- 1.8. Wi-Fi Hotspots operation and maintenance issue
- 1.9. BB and DSLAM Fault Monitoring (daily basis)
- 1.10. Broadband Audit C & AG Reports.
- 1.11. MoC & IT Cases, PGRMS cases, CPGRAMS cases and other VIP cases
- 1.12. General Complaints
- 1.13. MIS
- 1.14. All type of works related O & M of IN Services
- 1.15. Monthly IN Revenue and Null Usage Reports
- 1.16. Payments from MTNL for IN services
- 1.17. Grievances of IN customers
- 1.18. PQ/RTI
- 1.19. TRAI consultation papers
- 1.20. HOCC & Monsoon/Floods report nodal
- 1.21. Information security in Broadband Network
- 1.22. VPNoBB connections for CBEC (GST)
- 1.23. DSLAM/OCLAN Backhaul Upgradation

#### **4.0.5 GM/Sr.GM/PGM (RN)**

##### **1. Rural Network cell**

- 1.1. RN cell monitors the status of disconnection of those VPTs on PAN India basis which are not under the ambit of USOF, DoT subsidy.
- 1.2. RN cell monitors the status of faulty VPTs on PAN India which are presently working and under the ambit of subsidy support.
- 1.3. RN cell monitors the status of Installation of DSPTs to various MHA security agencies/armed forces/ paramilitary forces/ deployed commercially on PAN India basis.
- 1.4. RN cell monitors the status of AMCs related to DSPTs in r/o DSPT HUB and remote VSATs.
- 1.5. RN cell monitors the status of faulty DSPTs on PAN India basis and their rectification status for smooth operation of DSPT services.
- 1.6. Handling the various court cases & arbitration cases etc.
- 1.7. Submitting the replies asked under the Parliamentary questions.
- 1.8. Submitting the replies asked under the issues related to Audit Paras, RTI, VIP/VVIP/MOS© cases etc. received from time to time.
- 1.9. Submitting the replies asked under the matters related to Parliamentary Standing Committee cases.
- 1.10. Dealing the works related to floating of the tenders as per the requirement arises from time to time.
- 1.11. Presently Hon'ble MoS (C) had made an announcement on the eve of Deepawali that BSNL will provide the DSPT facility to armed forces/ Paramilitary forces on subsidized tariff with no FMC. USOF, DoT will provide the subsidy against these DSPTs.

As per the Hon'ble MoS (C) announcement, ITPC circle is being coordinated in modifying the tariff. It might possible that the USOF subsidy is being continued. Under these circumstances, RN cell will have to coordinate with the circle CGMs for timely submission of subsidy claims to concerned CCAs and make liaison in getting the subsidy claims.

#### **4.0.6 GM/Sr.GM/PGM (NWP-CFA Cell)**

- 1.1. All works related to new tender for procurement of Class-5 & Class 4 NGN equipment.
- 1.2. All works related to planning, procurement, allotment and diversion of CDOT MAX NGN equipment.
- 1.3. Monitoring of Implementation of NGN for both Class 4 & Class 5.
- 1.4. Reports/presentations/statements pertaining to Class-4 & 5 NGN.
- 1.5. Operation and Maintenance of NGN.
- 1.6. Preparation of long-term/short-term Business Plans of NWP CFA.
- 1.7. All works related to existing tender (Huawai & ITI) for allotment and diversion of class-5 & Class 4 NGN equipment.
- 1.8. All works related to planning, procurement, allotment and diversion of CLIP Instruments for all circles.
- 1.9. All works related to planning, procurement, allotment and diversion of PIJF cable for all circles.
- 1.10. Works related to audit para, court cases, vigilance cases & arbitration cases of CLIP Instruments & Cable, RTI cases, Legal cases etc..
- 1.11. Guidelines for cable related works and monitoring of laying/utilization of the same. Matter of audit cases, Legal, Arbitration, Vigilance etc. pertaining to NGN & TAXs.
- 1.12. Handling of Parliament questions with timely reply.
- 1.13. All Admn related matters pertaining to NWP-CFA Cell.
- 1.14. Preparation of yearly target for landline connections (Circle Wise).
- 1.15. All BBVAS related matter including EOIs, Tariff plans, amendments etc.
- 1.16. The MOC/VIP/CMD complaints/cases.
- 1.17. Matter related with HOCC and Steering committees
- 1.18. Submission of monthly report on important & significant activities/achievement to Cabinet and monthly report on the performance on important points & proposed action to be taken in the coming month.
- 1.19. Other works assigned time to time.

#### **4.0.7 GM/Sr.GM/PGM (NWP-CDMA- Wi Max Cell)**

##### **1. CDMA cell**

- 1.1 Preparation of RE-BE and physical Target for circles.
- 1.2 Monitoring of physical and financial performance of circles.
- 1.3 CDMA service closure related issues.
- 1.4 Diversion of CDMA equipment and terminal for optimal utilization.
- 1.5 LIS/Security related issues, AMC of LIS.
- 1.6 Examination of Tariff related activity for CDMA, Coordination with WIN & B&CCS for TARIFF IMPLEMENTATION.
- 1.7 Carrier spectrum Surrender/ swapping issues/ WPC issues / Coordination with TEC, DOT
- 1.8 Co-ordination with DOT on compensation related issue in lieu of carrier surrender and swapping.
- 1.9 Audit cases / Legal cases related to CDMA.
- 1.10 WLL terminals & its payment related issues.
- 1.11 Preparation of Monthly CDMA tower commissioning report, Monthly EVDO data cards achievement report, Preparation of Prepaid and postpaid monthly Del record.
- 1.12 Preparation of Monthly TRAI Report on HLR, VLR, Data service, State wise-UT wise Wireless subs. report.
- 1.13 Preparation of quarterly PMR, RF Spillage and CDMA data service report.
- 1.14 Work related to CDMA O&M.
- 1.15 AMC issues of CDMA WLL terminals.
- 1.16 AMC issues of CDMA equipment
- 1.17 Pending payment issues of Vendors.
- 1.18 Validation and pending payment issues of 19.2 lakh line and 30.2 lakh line CDMA project.
- 1.19 Preparation of reply of PQ cases.
- 1.20 VIP/MOC/PG Cases RTI cases.
- 1.21 Preparation of reply on TRAI related consultation paper
- 1.22 Issues related to WIN/ PDSN/ BCCS/ SMSC.
- 1.23 Prepaid / Postpaid/ CTOPUP issue / FMNP issues
- 1.24 Work related to GPMS and IPMS.

## **2. WIMAX Cell.**

- 2.1. Preparation of Budgetary/Physical Target plans in respect of CDMA & WiMAX for circles and adherence by circles (actual vis-à-vis planned) biannually within stipulated time.
- 2.2. Coordination with Circles / Vendors for implementation of WiMAX Rural /Urban Project & CDMA Project. (Delay in days)
- 2.3. Holding of Project Review Meetings and approving the minutes of the meetings (Delay in days)
- 2.4. Preparation and Submission of EOI for Redeployment of WiMAX equipment in Kerala Circle under revenue share.
- 2.5. Preparation and Submission of EOI for roll out of LTE- 4G services under revenue share.
- 2.6. Preparation and Submission of EOI for conversion of I/D CPEs to O/D CPEs.
- 2.7. Preparation of the guidelines for providing WiMAX connections through O/D CPEs of franchisee model.
- 2.8. Preparation of M.C. Notes for Management Committee and BSNL Board.
- 2.9. Submission of various reports/ presentation of HOCC meetings.
- 2.10. Disposal of technical issues / availability of equipment related to CDMA & WiMAX.
- 2.11. Submission of reply of Regulation/ CP & M/ Parliament Question/P&T Audit memo/DAP (P&T)/ RTI Cases/PG Cases/Minister Cases in time.
- 2.12. Preparation of various tariffplans requested by the circles for deciding to committee.
- 2.13. Submission of Reply, Affidavit, Rejoinder etc. in r/o WiMAX legal cases & misc. works like payment of legal fees to Arbitrator & Advocate in time.(Delay in days )
- 2.14. Handling arbitration cases against M/s Take, M/s Starnet, M/s Teracom & M/s SOMA.
- 2.15. Misc. Work related to staff and various internal reports etc.
- 2.16. Work related with GPMS & IPMS.
- 2.17. Service closure related issues.

#### **4.0.8 GM/Sr.GM/PGM (MM-CFA)**

Procurement of equipment, materials required for expansion, up-gradation and maintenance of assets of business units under Consumer Fixed Access(CFA) and procurement of goods & services for User Cells under Dir (HR).

##### **Key Responsibility Areas (KRAs):-**

##### **A. Procurement Policy Matters.**

Formation of procurement policy for BSNL & particularly for business units NWP-BB, NWP-CFA etc under Dir(CFA) and User Cells under Dir(HR).

1. Procurement Process to be followed
2. Items to be procured centrally at Corporate Office
3. Items to be procured at Circle/SSA level.
4. Policy for Reservation Quota ordering for M/s ITI pertaining to equipments being manufactured /supplied by M/s ITI.
5. Guidelines for Empanelment of Arbitrators.

##### **B. Tendering Activities.**

Managing all affairs relating to Material Management Tender(MMT) Section in respect of tender requisitions from NWP-BB, NWP-CFA etc under Dir(CFA) and User Cells under Dir(HR).

1. To examine the requisitions received from aforesaid Planning Cells for floating of Tenders for centralized items.
2. Issue of NIT, processing of e-tenders/ e-reverse auctions on e-tender portal.
3. Formation of Committee for Evaluation of Tender(CET)/ Price Negotiation Committee (PNC) for tenders invited.
4. Issue of amendments / clarifications to the pre-bid queries of bidders for tenders invited.
5. Opening of tenders, Preparation of minutes & distribution of relevant bid data / documents to CET members, preservation of original bid data/ documents.
6. Seeking post tender opening clarifications from bidders as and when desired by CET.
7. Upkeep, monitoring and release of EMBG/ EMD.
8. Replying to the Tenders related complaint received from different fields units and issue of clarifications as the instruction guidelines issued from MM cell.

9. Dealing with cases of purchase preference & concessions granted to NSIC registered SSI /MSE units.
10. Modifications/addition/deletion of tender related clauses and issuing clarifications.
11. Parliament cases & VIP Cases, CAG / Audit Paras/Draft Audit Paras related to MMT section pertaining to NWP-BB, NWP-CFA etc under Dir (CFA) and User Cells under Dir (HR).

**C. Evaluation of Bids and Procurement.**

Commercially evaluating bids and subsequent processing of all procurement proposals under CE, SE &ST sections under MM-CFA.

1. The “CET Report” of any tender opened for procurement of above items is first examined and processed in file for getting approval of competent authority for procurement of the same.
2. After approval for procurement, Advance Purchase Orders are prepared in favour of bidders and got approved from PGM (MM) before issue to them.
3. After getting the ‘Acceptance’ from the bidder, Purchase Orders are prepared in favour of the bidders and got approved before issue to them.
4. Vendor wise supply status is monitored and delivery period is extended, when required, Rates of original delivery period/extended, period are calculated and processed for approval through GM(Procurement Finance-Fin and then conveyed to the suppliers/Circles.
5. Court cases and Arbitration cases are dealt with Arbitrators/ Advocates in Court and pursued with suppliers/Circles.
6. C&AG Para/Draft audit para/circles audit para etc. are being dealt here in these sections.

**D. Miscellaneous Activities.**

Handling procurement matters related to Material Management Stores (MMS) Section.

1. Monitoring of matters decentralized items referred to HQ.
2. Processing cases submitted by Suppliers / Circles for authorizations for Educational Orders.
3. Dealing with approvals sought by various Circles in cases of Arbitration/ Court cases.
4. Empanelment / appointment of Arbitrators.

#### **4.0.9 GM/Sr.GM/PGM (CFA-Finance)**

##### **1. BASIC SERVICE – Sub-ledger and Revenue Management.**

- 1.1 Formulation and implementation of policy, system and procedures relating to billing, collection, disconnection, surcharge, incentive/discount and accounting of revenue arising from Landline, Broadband, CDMA and Wi-Max services.
- 1.2 Fixation of Telephone Revenue Liquidation Targets for Circles on yearly basis.
- 1.3 Collection of monthly data concerning Revenue Flash Figures, Sub-ledger of telephone revenue and various Revenue related statements and scrutiny thereof in respect of all Territorial Telecom Circles, Metro Telephone Districts and selected SSAs.
- 1.4 Monitoring settlement of refund cases of Circles.
- 1.5 Review and Monitoring of TR related performance of Circles based on Monthly Sub-ledger figures.
- 1.6 Obtaining, compilation and submission of TRAI & DoT prescribed reports from Circles covering (i) BSO and (ii) Performance Monitoring Reports on quarterly basis.
- 1.7 Parliament Questions concerning Finance-CFA matters.
- 1.8 Monitoring Excess Billing Complaints and their settlement through Monthly Statements obtained from Circles and related correspondence.
- 1.9 Monthly review of reports from circles on different recovery schemes.
- 1.10 RTI cases concerning Finance-CFA matters.
- 1.11 Finance advice relating to TR related issues in Corporate Office, BSNL.
- 1.12 Formulation and implementation of policy and procedure for write off of irrecoverable telephone revenue
- 1.13 Processing write off proposals of irrecoverable telephone revenue beyond the powers of Head of Circle.
- 1.14 Examination of proposals / cases on revision in TR policy, received from Circles
- 1.15 Review and co-ordination of computerization efforts in Billing and Accounting for all types of Telecom Services.
- 1.16 Co-ordination and Policy matters with ITPC, Pune relating to CDR billing related issues.
- 1.17 Revenue Assurance related works of CFA vertical.
- 1.18 Compilation of IPMS targets and achievements of executives working in Finance-CFA Branch.



## **2.0. IUC billing:**

- 2.1. Issue of IUC billing instructions on the basis of Interconnect Agreement(s) and regulatory instructions issued by Regulation Branch.
- 2.2. Examining billing queries received from field units concerning Inter-Operator billing and issue of clarifications thereto.
- 2.3. Collection of monthly Sub-Ledger Review Reports (SLRs) from Circles for monitoring billing and collections to/from Private Service Providers.
- 2.4. Monitoring performance of Circles in the matter of realization of IUC revenues from various Private Service Providers.
- 2.5. Settlement of Private Operator's IUC claims by BSNL.
- 2.6. Settlement of CDR disputes
- 2.7. Monitoring 1st month collection efficiency of IUC bills.
- 2.8. Issue of modifications to procedure order concerning CDR based Inter-Operator billing through IOBAS.
- 2.9. The work of settlement of dues (IUC, Roaming, Lease Circuits including AFNET Charges), Duct, Space Charges, Electricity, Water & Fuel Charges and Service Connections) between BSNL and MTNL as per synergy MoU.

## **3.0 Audit, Arbitration & Legal works:**

- 3.1 Submission of replies / Action Taken Notes to Audit including liaisoning with Circles/IA branch of Corporate Office on Audit related matters.
- 3.2 Dealing with Audit paras relating to short billing and non-billing cases of TRA;
- 3.3 Preparation of reports etc. of Audit para (DAP & CAG) related to TR-CFA matters including IUC.
- 3.4 Liaison with Circles & DOT in connection with Legal cases, PIL cases, Arbitration cases pertaining to Finance-CFA Branch.
- 3.5 Monthly Review of progress in finalization of pending Arbitration cases.
- 3.6 Monitoring of periodical status of the pendency and awards. Court cases matters related to TR-CFA and cases pending in Hon'ble Supreme Court/High courts.

#### **4.0 LOP (Liaison Officer Parliament) related works:**

- 4.1 Liaison with the Circles for collection of billing information concerning M.P. constituency Phones, related policy and procedural matters.
- 4.2 Attending complaints received from Hon'ble MPs regarding Telephones.
- 4.3 Co-ordination with LOP (MTNL) concerning billing, M.P. telephones, settlement of related complaints etc.
- 4.4 Arranging liaison meetings with Lok Sabha & Rajya Sabha on various matters relating to Hon'ble MPs in respect of BSNL.
- 4.5 Providing the telecom facilities to Hon'ble Union/State Ministers and Hon'ble MPs in their constituencies all over India under BSNL service area and billing & collection thereof.
- 4.6 Issuing consolidated bills to Lok Sabha and Rajya Sabha Secretariat for payment of the services provided to Hon'ble MPs under MP category.
- 4.7 Issuing bills to respective Hon'ble MP for exceeding prescribed quota of free calls by the Parliament Secretariat.
- 4.8 Collection of cheques for bills from Lok Sabha and Rajya Sabha

#### **5. T&C work**

- 5.1 Issuing tariff circulars and uploading them on BSNL Intranet.
- 5.2 Review of Fixation/revision of Tariff of Basic/WLL services and value added services duly complying with TRAI guidelines.
- 5.3 Review of different plans for basic and broadband service.
- 5.4 Finance advice relating to matters concerning CFA vertical received from other Branches in Corporate Office, BSNL and from Circles.
- 5.5 Examination of Tariff proposals.
- 5.6 Comparison of Tariff with Tariff of other Operators.
- 5.7 Policy matters relating to determination of matching scheme of tariff/discount for services under CFA vertical.
- 5.8 Tariff reporting to TRAI
- 5.9 Vetting of EOIs/ Draft Agreements for services being provided in collaboration with third parties.

**6. TRAI Audit:**

- 6.1 Co-ordination work relating to appointment of Auditors for TRAI Audit for both Mobile & Basic services as per TRAI guidelines
- 6.2 Submission of Action Taken Reports received from Circles after their vetting by the concerned business units to Regulation branch for onward submission to TRAI
- 6.3 Submission of TRAI Audit Report to TRAI.
- 6.4 Ensuring payment of Auditors' professional fees & TA/DA after completion of TRAI Audit

**7. Resolving customers' complaints:**

- 7.1 Regular monitoring and resolving complaints received through CPGRAMS portal, Facebook, Twitter etc.
- 7.2 Submission of VIP, MOS(C) complaints for calling for report from Circles.
- 7.3 Disposal of MoC/VIP and other billing complaints after receipt of reports from Circles.

#### **4.1.1 GM/Sr.GM/PGM (CIT)**

1. Maintenance of CISCO Router, ADM-16 link, LAN at BSNLCO, IR Hall, Eastern Court and Kashmiri gate (PGM BW) office 24X7X365. Replacement of faulty switches and LAN cables as and when fault occurred.
2. Installation of new Core switch ( Alcatel) in server room by replacing obsolete ALPHINE switch. Addition of new routes as per the requirement of Circles and BSNLCo.
3. Monitoring on daily complaints and keep record of faults and get them attended in time to reduce the fault rate and pursue the faults if persist beyond the time. Coordination with AMC vendor for smooth and fault free Operation and Maintenance of Laptops, desktops and printers of entire BSNLCO, IR Hall, CVO Office and PGM (BW) office at Kashmiri Gate. )
4. Upgradation of the VC links from 2Mbps to 10 Mbps for intranet. Provision of additional 100 Mbps and 20 Mbps Internet leased line for VC on internet with DOT, SBI, GOI etc. Also maintenance of existing 100 Mbps( BSNLCo intranet / internet/ ERP),
5. Installation of new cyberoam 1500 IXNG( Firewall) and shifting from the old equipment by framing new policies as per the requirements and needs of the entire BSNLCO.
6. Creation of new users in cyberoam and deletion on retirement / transfer.
7. Special attention and care during the CMDs VC with various circles, Twitter program and HOCC and other Meetings at BSNLCO.
8. Maintenance & monitoring of Antivirus solution installed in PCs and laptops.
9. Scrapping of the obsolete PCs, laptops, switches, UPSs and Printers.
10. Processing of Bills ( Procurement etc) of entire CIT cell
11. Judicious allocation of funds to all circles for the procurement of IT equipment.
12. Maintaining Wi-Fi and its accounts of BSNLCo.
13. Monitoring and correspondence regarding video conferencing tender
14. Correspondence regarding engagement of M/s SAP for GST implementation
15. Processing of various IT security related cases.
16. Processing of cases for regular updates from departments like DoT, CERT-In, NCIIIPC etc. on various Information Security issues
17. Monitoring and correspondence regarding IT security policy in BSNL
18. Monitoring of BSNL website maintenance, Intranet websites, TWCO, rental, BSNL Board Meeting, Tender portals etc.
19. Software Development/ New Modules/Website Design like rent module

20. Development of new static and dynamic webpages using language PHP, JS, JQUERY, CSS, Bootstrap and Mysql DB like Wi-Fi service webpage, feedback, MIS, Social Media.
21. Processing the cases for procurement of IT assets [ Desktops, Printers, Laptops, Multifunction printers etc. or directed by Competent Authority] from DGS&D on-line GeM portal or through formation of Committee or Quotation basis or tender as the case may be.
22. Creation of PO's in SAP and issuing to Vendors after approval by Competent Authority.
23. Installation of purchased items with the coordination of supplier and distribution as per request / requirement or directed by Senior Officers.
24. Coordination in Processing the invoice/bills and follow up till release of payment as per time line mentioned in Purchase Order.
25. Managing the Inventory Management System viz entry of all the purchase details starting from Purchase order to Distribution of each item and it's also include re-arrangement/shifting of IT items between different users along with proper Management and utilization of IT assets for the use of employees working in BSNLCO.
26. Processing the cases of Retention/Loss items, informing the user officer about the amount to be paid against retention/ against loss/ information about write-off. Informing R&P Cell for further N/A after the amount is deposited by the officer.
27. Proper execution the work of collection of scrapped items after replacement with working items.
28. Proper Clearance of issuance of "No Dues Cases" of retired and transferee employees for IT Components.
29. Resolving issues of End User / Power User in ERP for PAN India besides Corporate Office in particular.
30. Conducting End User / Refresher Trainings / Hand Holding Sessions in ERP system.
31. Creation of retired employee vendors, other vendors in ERP and master data for BSNLCo in ERP system for pre ERP retirees.
32. IT Security including arranging security auditors training, cyber security awareness workshops etc.
33. Relieving Clearance through ERP system for retirement and transfer cases.
34. Coordinating various SAP / ERP Related requirements / developments with Core Group.
35. Coordinating GST Related development in ERP System including handling of PO & Payments.
36. Special assignment of GSP partnership.

37. Special assignment of telepresence in BSNLCO.
38. Special assignment of assisting Prasar Bharati in formulation of their security policy.
39. Special cases of procurement of IT assets for NOCC DOT.
40. Special assignment of Live Web cast of HOCC.
41. Handling of RTI, Parliament Questions and Periodical Reports etc.
42. Co-ordination of all other works assigned by the BSNLCO Management

### 5.0.1 GM/Sr.GM/PGM (NWO - CM) (NWO-CM Cell-I)

1. **Maintenance of Nodal Centres CMTS Network:** Continuous interactions are done with Nodal Centres and their respective vendors for ensuring timely corrective and preventive measures so that all the network components like GGSN, SGSN, SMSC, MMSC, IN, OTA, Billing server etc. remain operational to a satisfactory level. Technical issues related to various Network Elements of Nodal Centres, Implementation of TRAI regulations, issues conveyed by Circle related to Nodal Centres etc. are dealt.
2. **Operational issues relating to Billing Centres:** By holding, zonal level meetings with zonal Heads, respective circles & vendor, various issues relating to Billing and Charging (B&CCS) are identified, examined and solutions suggested for implementation.
3. **International Roaming (Policies & Implementation):** BSNL has entered into direct bi-lateral agreements with foreign operators and have signed the same with 482 operators in 202 countries as on 25.09.2017. Direct International Roaming agreements have been launched commercially with 369 foreign operators in 179 countries. Issue of instructions/ guidelines to Circles/ Nodal centres from time to time & monitoring the compliance of the same via correspondence and periodic meetings. International Roaming including launch of GSM, NRTRDE & GPRS services, International Roaming Agreement (Formulation, Negotiation, Signing), Distribution of IR documents received from foreign operators to the field units to update the network elements & vice versa, Updating of AA.14 & IR.21 documents and coordination with DCH to update in the data base of foreign operators. Issues related to International GRX, SS7 signalling & Data clearing house. Testing & Co-ordination for Pre-Paid bi-lateral International Roaming.
4. **Intra Circle & Inter Circle Roaming with MTNL/ private Operators (Policies & Implementation):** Interoperability testing and implementation for pre-paid National roaming for voice, data among different make networks. Solutions to these issues are explored by continuous interactions with the all concerned in the shortest possible timeframe. Policies have been framed for Inter & Intra Circle Roaming. Agreement has been signed with one private operator for Inter Circle Roaming & three private operators for intra Circle roaming. Work includes signing of agreement, testing and launch of services.
5. **Co-ordination for Security & LEA related work:** Co-ordination with DOT, OEM Vendors, Regulation Cell, BSNL CO & Circles for ensuring compliance to the requirement of Security Agencies for Lawful Interception and monitoring (LIM). Co-ordination and monitoring for resolving technical issues of various projects as CMS Project {involving

Location Based Services(LBS) integration, HLR integration & E-Provisioning), SancharSoft, CCDG Server (CAF Scanning related technical issues), Implementation of activities of CLIR portal & SDR portal in Circles and resolving issues related to these portals.

6. **TRAI Consultation Papers:** Different consultation papers/ instructions received from TRAI/ DOT are analyzed and reactions are prepared in consultation with other Cells like Regulation cell. The directives/ instructions from TRAI/ DOT are got implemented in the CMTS network.
7. **Study of Technology advancement in network elements of Nodal Centres:** Continuous interaction with different vendors (Multinationals and other entrepreneurs) is maintained so that BSNL is able to move forward at par with the global trend and national market scenario. Such studies help to frame policies and adaptation of technologies for network management and securities.
8. **Involvement in Tendering Process for AMC of Services by Nodal centres:** This section assists CMTS Planning/ MM Cell of BSNL CO in framing Technical specifications for CMTS tenders, evaluation of tenders and framing terms & conditions for APOs / Purchase Orders for AMC of Services provided by Nodal Centres.
9. **Co-ordination with Circles / Zones for technical issues related to:** IN, 3G, Blackberry, APN, IPv4, IPv6, C-TOPUP etc. & processing the cases related to above with circles/Nodal Centres.
10. **Preparation & submission of reports:** Monthly achievement report, Monthly E-Samiksha report, Daily Data usage report, Weekly MOU (Minutes of usage) report and other reports related to this Unit.
11. **Co-ordination for Spectrum Harmonization:** Co-ordination with circles for spectrum harmonization, pursuation with Regulation Cell for any requirement / alteration related to Spectrum and furnishing of different reports.
12. **Any other miscellaneous issues** as may come up from time to time.
13. **Parliament Questions, Assurances, VIP Complaints & Court cases:** Issues relating to operational and maintenance nature of Mobile Network are examined and replies are submitted / sent. Many complaints are received through e-mail and we ensure action even on such complaints. All complaints, especially VIP complaints have to be dealt with in a time-bound manner. Accordingly, staff is required for handling public/VIP complaints. Also complaints of foreigners roaming in BSNL network.
14. **Parliamentary Standing Committees and Zero Hours:** Matters on operational activities and provision of better services to public are also to be responded to DOT.
15. **Complaints received through CPGRAMS (On PM Portal):** Complaints received through CPGRAMS Portal in connection with Mobile operation wing are dealt with by this cell in coordination with circles. Disposal of PGRMS cases related to MOC and other VIPs.



16. **RTI & RTI Appeal cases:** All the RTI cases relating to Network work operation of Mobile services are to be disposed off.
17. **Audit Activity Work:** compliance report of audit paras concerning to Network Operation CM-1 & II is to be complied and compliance report thereto is forwarded to the Audit Department.
18. **CMTS Organization Structural Issues:** With the growth of network, increased workload requires more staff in field units. In order to avoid impact of staff shortage on quality of service, this cell co-ordinates with other cells in corporate office for revision of norms and posting of staff.
19. **Training of CMTS Staff:** It is a continuous process hence requirement is assessed from time to time and courses are arranged. IN training, Billing Training and other operational training are being coordinated. Conducting training on International Roaming at organisational training centres.
20. **Monitoring of operations:** It is well known fact that Quality of Service plays a vital role to not only retain the existing subscribers but also to attract new subscribers. Collection, form all Circles & Nodal Centers and analysis, of different reports like monthly TRAI 2G-3G Unique Data subscriber, GPRS Subscriber, TRAI Internet & Broadband subscribers, VLR count (New methodology), compilation of quarterly TRAI report as per standard of QoS for wireless data regulation and compilation of quarterly MoU. All these reports are submitted to Regulation cell in a time-bound period.
21. **Repair and Maintenance of Network:** Ensuring allotment of funds under RE & BE for the projects like - Feeder cable & accessories, natural cooling & mtec, RNP cards, Drive test tool, VSWR meter etc, replacement of faulty/life expired batteries & power plant for non BSNL sites, Minilink and Radio Modem, Up-gradation of mobile network.
22. **Disaster Management :** The section is nodal for Disaster Management co-ordination. Restoration of services after any natural calamity management etc.
23. **Special work:** Coordinating with DoT & J&K Circle for Amarnathji Yatra, Kumbh Mela, etc.
24. **Management of MSC & SP codes:** MSC codes and SP codes are allocated by this cell for all service areas of BSNL as per their requirement in coordination with DoT.
25. **Monitoring of MW Installation works:** Co-ordinating with Radio Cell, all Circles and vendors for survey, installation, testing and commissioning of MW systems for IP certificate and improvement of uptime.
26. **Monitoring of EPC project:** Monitoring of EPC project in co-ordination with all Circles/Zonal circles and vendors which is being taken up in BSNL for up gradation of existing GSM Core/Billing network in all Circles to facilitate 4G roaming in BSNL network.

27. **Monitoring of MVNO related works:** Co-ordinating with NCNGN Cell, all Circles and vendors for integration of BSNL network with MNVO networks.
28. **GSM Network security related works:** Co-ordinating with CIT Cell and all Circles / Nodal Circles for security auditing of GSM Net works.
29. **Compilation of Network EMF Portal:** Report of measurement of the radiation is to be complied.
30. **Conduction of weekly review meeting with Circles for data compilation:** Compilation of the status of all the infrastructure of Mobile network is to be discussed in the meeting and suitable remedial action is taken to improve the services in all the circles.
31. **Work on connectivity of uncovered villages:** Information of the uncovered villages is compiled.

## **5.0.2 GM/Sr.GM/PGM (NWO - CM II)**

### **1. Improvement in services of Eastern and Southern Region.**

#### **2. Matters & report related to TRAI.**

- (i) Compliance of TRAI QOS show cause notice.
- (ii) Timely payment of TRAI QoS Penalty.
- (iii) Submission of TRAI HLR, VLR MNP, 2G/3G and 2G sites PMR Monitoring and quarterly report .
- (iv) Submission of quality report pertaining to TRAI RF Spillage.
- (v) MNP complaints.

#### **3. Matters & report related to DOT**

- (i) MNP related issues.
- (ii) Monthly report of MNP for submission to DOT.
- (iii) DOT task force fortnightly report and related issue.
- (iv) MOC IVRS call drop report and ATR summery report.

#### **4. Maintenance works :**

- (i) Inter circles technical audit.
- (ii) Monitoring, drive testing & RF optimization works.
- (iii) Coordinating with GSM –plg , CNP and Radio unit.
- (iv) Monthly Qos Parameters review with the circles.
- (v) Work related to Node B IPfication.
- (vi) BTSs up time related issues.
- (vii) Regular review of OMCR-report for Qos improvement.

#### **5. Development Works:**

- (I) Upgrade of existing access networks for improving quality of Service.
- (II) Upgrade of existing Core networks.
- (iii) Analyzing requirements of Mini links,VSAT,7 GHz/15GHz M/W systems and Radio Modems.

#### **6. Administrative & Miscellaneous Works:**

### **5.0.3 GM/Sr.GM/PGM – CM (NWP-I)**

- (1) Fixing of Annual GSM Radio Capacities and setting target to the all circles.
- (2) Coordination with other units also i.e. CMTS Infra, NWO-GSM, MM cell, TRAI, TDSAT & Regulation cell with regard to GSM planning issues.
- (3) Disposal of following type of grievances:
  - (i) VIP cases under PGRMS portal.
  - (ii) VIP cases under CPGRMS portal of Government of India.
  - (iii) VIP/Non-VIP cases received through PM office under PMOPG category
  - (iv) VIP/Non-VIP cases received through DoT under DOTEL category
  - (v) Other grievances.
1. Disposal of RTI cases/Appeal cases received from RTI cell in time-bound manner.
2. Formation of following reports under CMTS Project Monitoring Portal:
  - (i) Monthly TRAI report
  - (ii) Monthly Network Expansion Report
  - (iii) Monthly Mobile Coverage and Mobile Network data report.
  - (iv) Monthly GSM data report for CP&M.
  - (v) NER coverage and network data.
- (6) Work related with Synergy among all the PSUs and other organisations of DoT.
- (7) Local Audit inspection and C&AG paras except tenders related cases
- (8) Parliament Questions/Assurance cases/Standing Committee notes of all telecom circles.
- (9) Budget Estimate/Revised Estimate of all circles related to GSM equipments in coordination with BFCI/CP&M
- (10) Formation of PMO report regarding inaugurations/foundation stone laid by Hon'ble PM.
- (11) Submission of inputs related to various consultation papers issued by TRAI.
- (12) GSM Association related issues along with processing of annual payment.
- (13) AMC work of GSM equipment of all telecom circles. Sorting out issues related to AMC and its renewal. Finalization of AMC rate and Terms and conditions with vendors for renewal after mandatory period. Ensuring that GSM equipment remains under proper AMC support for uninterrupted functioning.
- (14) Preparation of Management Committee Board Note related to AMC etc issues,
- (15) Issues related with the phase I to phase V projects in all the four zones, like AT, LD calculation, queries related to tender interpretation etc.

#### **5.0.4 GM/Sr.GM/PGM – CM (NWP-II)**

Presently, post of GM (NWP GSM-II) is vacant and PGM (NWP GSM-I) is looking after the charge of NWP GSM-II cell. Presently, following major responsibilities are entrusted to NWP GSM-II cell:-

- (1) Project rollout monitoring of GSM phase VII project in North, East, South and West zone and for phase VII+ project in North, East and South zone.
- (2) Monitoring and coordination for tendering/procurement activities related to GSM equipments and SIM Cards (including Preparation of MC Notes/ Board Notes and committee reports and post tender issues related to APOs/authorization).
- (3) Coordination with MM cell for activities related to finalization of Phase VIII.4 tender, issuance of APO & authorization to circles for placing POs on Ph VIII.4 vendor.
- (4) Activities related to authorization to circles for preparation & sanction of Project Estimate for Ph VIII.4 project and finalization of implementation and planning guidelines.
- (5) Project rollout monitoring of GSM phase VIII.4 project in North, East, South and West zone.
- (6) Coordination with vendor and field units for supply, Installation, A/T, validation and various other issues related to GSM Ph VII, VII+ and VIII.4 projects to expedite the commissioning.
- (7) Preparation of various reports related to this cell such as performance report, rollout status, capacity, equipment procurement E-samiksha (pragati report), monitoring report of project above 150 cr and less than 150 cr separately, capex monitoring, QPR etc.
- (8) Furnishing reply to Audit para, Parliament Questions, DoT matters, RTI cases, PG cases, vigilance matters etc for the issues pertaining to GSM Ph VII, VII+ and VIII.4 projects.
- (9) Preparing circles wise RE/BE for various GSM projects with the inputs received from circles and fund diversion is done as and when required.
- (10) Preparation of target for GPMS and finalization /target setting of IPMS scorecards for all executives in NWP GSM-II cell.
- (11) Preparation of presentation for HOCC, other meetings and misc works assigned by higher authorities from time to time.

## **5.0.5 GM/Sr.GM/PGM (VAS)-CM Cell**

### **1. Planning for provisioning**

- 1.1 Planning for provisioning of various Value Added Services in BSNL's wireless network in all four zones through various platform like SMS, IVR, DATA, 3G, Mobile TV, Location Based Service, Call Enhancement Service, Direct Operator Billing etc. on revenue share basis under BSNL's branding as well as content providers branding (under various non-exclusive agreements).
- 1.2 Planning for provisioning of various Value Added Services in BSNL's wireless network in all four zones through various platforms like PRBT, Sim Tool Kit and Cell Broadcast Service on revenue share basis under BSNL's branding (under various exclusive agreements).
- 1.3 Provision of Centralized VAS Provisioning System Cum Consent gateway in all four zones to obtain 2<sup>nd</sup> consent from subscribers.
- 1.4 Provision of M-WALLET services in association with various Banks & System Integrators.
- 1.5 Mobile Money Transfer service in association with Deptt. of Post.
- 1.6 Provision of M-Governance services to the Center/State Governments.
- 1.7 Provision of Digital Mandi services for Indian Kisan, presently live in Odisha Circle.
- 1.8 Provision of VAS service through retailer's network.
- 1.9 Study the feasibility of new proposals & conducting POC's & examination of the reports etc.
- 1.10 Finalization & periodic review of the various terms and conditions (including eligibility criteria) for signing Value Added Services Providers agreements with different Companies.
- 1.11 Examining the proposals received from various Companies for providing the above mentioned Value Added Services and signing the Agreement with the approved companies for different Value Added Services.
- 1.12 Coordination/Monitoring the implementation of the Value Added Services Agreement for effective use along with the revenue earned on account of VAS services.

2. **Management of all Consumer Mobility (CM) Value Added Services (VAS)**  
 Related issues, including driving VAS revenues and managing relationships with VAS content providers and vendors
- 3 **Design of policies related to provision of Value Added Services**
  - 3.1 Content specifications
  - 3.2 Delivery mechanisms
  - 3.3 Partnerships
  - 3.4 Pricing & billing
  - 3.5 Customer Care
4. **Design and delivery of VAS** content by coordinating with external **Vendors& content providers**
  - 4.1 Design of appropriate VAS content based on market research through vendors
    - i) Content type
    - ii) Content delivery
  - 4.2 Forging and managing content providers to deliver against planned value added services
  - 4.3 Floating and evaluating tenders in coordination with GM (Finance)-CM
  - 4.4 Forging relationships with new vendors
  - 4.5 Ensuring vendors deliver against well defined SLAs
5. **Designing VAS tariffs and pricing plans** in coordination with GM (Finance)-CM
6. **Designing product bundles with VAS component** in coordination with GM (Products & Pricing)-CM and GM(Sales & Marketing)-CM
7. **Overseeing provisioning of value added services** in BSNL's network through various platform such as SMS, IVR, GPRS etc. on revenue sharing and franchisee basis. Liaoning with Circles for smooth day-to-day operations

#### **5.0.6 GM/Sr.GM/PGM (LWE-Project)**

- (1) Processing of Tender work related to Planning, Supply, Installation, Testing, Commissioning, integration with existing core network and Operation & Maintenance for five years (extendable by two years) of 2G GSM BSS Network in Naxalite LWE affected areas in states of Bihar, Jharkhand, Orissa, West Bengal, UPE, MP, Chhattisgarh, Maharashtra, AP, Telangana.
- (2) Processing of Tender work related to Planning, Supply, Installation, Testing, Commissioning, integration with existing core network and Operation & Maintenance for five years (extendable by two years) of 2G GSM BSS Network in uncovered villages of Arunachal Pradesh and Karbi Anglong & Dima Haso districts of Assam.
- (3) Processing of bills related to Supply of material and Installation & Commissioning of 2G GSM BSS Network of LWE project.
- (4) Technical checking of Bills.
- (5) Processing the various issues related to vendor.
- (6) Verification of BTS parameters and status on NMS with respect to SF data of LWE project.
- (7) Preparation of Utilization of fund on prescribed Format along with required Annexure and sending it to USOF/DOT.
- (8) Preparation of requisition of fund on prescribed Format along with required Annexure and sending it to the USOF/DOT for allotment of fund.
- (9) Parliament cases, VIP cases, Audit Paras and RTI cases related to the LWE Project cell.
- (10) Project Roll out of LWE and NE project.
- (11) Preparation of Detailed project Report (DPR), Tender etc. Related to USOF, MHA, Security Forces for GSM Project.



### **5.0.7 GM/Sr.GM/PGM (P&P) o/o PGM (Infra/S&M/USO)**

#### **P&P Cell**

1. Pre-paid and post paid tariff plans for GSM services.
2. Circles ECT proposal for GSM services.
3. Comment on EB ECT proposal pertain to GSM services.
4. Bulk Push SMS services.
5. Corporate office ECT Proposals, Market dynamics, IN, Technical Feasibility and TRAI related issue for tariff.
6. Sales and revenue reporting and evaluation pertaing to GSM services.
7. Target GPMS & IPMS of CM vertical.
8. Reverse bundling policy.

### **5.0.8 GM/Sr.GM/PGM (MM - CM)**

Procurement of goods & services, equipment, materials required for expansion, up-gradation and maintenance of assets of business units under Consumer Mobility (CM) and all User Cells of BSNL HQ under Dir (CM).

#### **1. Procurement Policy Matters (Dealt by Tendering / MMT Section)**

Formation of procurement policy for BSNL & particularly for business units NWP-GSM-I, NWP-GSM-II, NWO-CM-I, NWO-CM-II, GM (LWE), GM (VAS), GM(S&M/ Infra/ USO), GM (P&P) etc under Dir (CM).

- 1.1. Procurement Process to be followed
- 1.2. Items to be procured centrally at Corporate Office
- 1.3. Items to be procured at Circle/ SSA level.

#### **2. Tendering Activities (Dealt by Tendering / MMT Section)**

Managing all affairs relating to Material Management Tender(MMT) Section in respect of tender requisitions from NWP-GSM-I, NWP-GSM-II, NWO-CM-I, NWO-CM-II, GM(LWE), GM(VAS), GM(S&M/ Infra/ USO), GM(P&P)etc under Dir(CM).

- 2.1. To examine the requisitions received from aforesaid Planning Cells for floating of Tenders for centralized items.
- 2.2. Issue of NIT, processing of e-tenders/ e-reverse auctions on e-tender portal.
- 2.3. Formation of Committee for Evaluation of Tender (CET)/ Price Negotiation Committee (PNC) for tenders invited.
- 2.4. Issue of amendments / clarifications to the pre-bid queries of bidders for tenders invited.
- 2.5. Opening of tenders, Preparation of minutes & distribution of relevant bid data / documents to CET members, preservation of original bid data/ documents.
- 2.6. Seeking post tender opening clarifications from bidders as and when desired by CET.
- 2.7. Upkeep, monitoring and release of EMBG/ EMD.
- 2.8. Replying to the Tenders related complaint received from different fields units and issue of clarifications as the instruction guidelines issued from MM cell.
- 2.9. Dealing with cases of purchase preference & concessions granted to NSIC registered SSI /MSE units.
- 2.10. Modifications/addition/deletion of tender related clauses and issuing clarifications.

Parliament cases & VIP Cases, CAG / Audit Paras/Draft Audit Paras related to MMT section pertaining to NWP-GSM-I, NWP-GSM-II, NWO-CM-I, NWO-CM-II, GM(LWE), GM(VAS), GM(S&M/ Infra/ USO), GM(P&P) etc under Dir(CM).

### **3. MM-CM Cell**

Procurement of goods & services, equipment, materials required for expansion, up-gradation and maintenance of assets of business units under Consumer Mobility (CM) and all User Cells of BSNL HQ under Dir (CM).

Procurement Cell (MM-CM) Activities (Dealt by Procurement Cell)

PGM (MM-CM), Jt.GM (MM-CM), AGM (MM-CM), DM (MM-CM)

- 3.1 Handling procurement matters after examining CET report/ MC notes related to Consumer Mobility (CM) Section i.e. NWP-GSM-I, NWP-GSM-II, I-CM-I, I-CM-II, GM(LWE), GM(VAS), GM(S&M/ Infra/ USO), GM(P&P) etc under Dir(CM).
- 3.2 Preparation of MC note/Purchase proposals for the approval from MC where the procurement order is for than 100 crores pertaining to MM-CM section
- 3.3 Placement of APOs/Pos/Authorizations to Circles for placement of Pos etc.pertaining to MM-CM section, after getting the approval from competent authority
- 3.4 Handling of RTI, VIP, Audit (RAO & internal audit), Court/arbitration cases pertaining to MM-CM section.
- 3.5 Price finalization, DP extension &Release/Reduction of PBG cases in r/o APOs/Pos/Authorizations issued from MM-CM section of BSNL HQ, after getting the approval from competent authority
- 3.6 Replying to vendor's/ Circle's/BSNL HQ Other Sections queries in r/o procurement matters pertaining to MM-CM section of BSNL HQ.
- 3.7 Co-ordination withNWP-GSM-I, NWP-GSM-II, I-CM-I, I-CM-II, GM(LWE), GM(VAS), GM(S&M/ Infra/ USO), GM(P&P) etcuser cells / sections of BSNL HQ under Dir(CM).
- 3.8 Submitting the different statements i.e. monthly contract statement, court/arbitration cases statement, PQ assurance statements etc as per schedule pertaining to MM-CM section.
- 3.9 Monitoring of matters decentralized items referred to HQ related to Consumer Mobility (CM) Section.
- 3.10 Processing cases submitted by Suppliers / Circles for authorizations for Educational Orders.

## **5.0.9 GM/Sr.GM/PGM (S&M-CM/Infra/USO)**

### **1. (INFRA)-CM CELL**

#### **1.1 Job Objective:**

Achieving profitable and sustainable growth of Infra sharing business through passive infrastructure sharing based on market inputs.

#### **1.2. KEY RESPONSIBILITIES AREAS (KRAs):**

##### **1.2.1 Creation of Tower Subsidiary Company of BSNL.**

- i Coordination with Committee members/Circles.
- ii Preparation of minutes/Management Committee Notes etc.

##### **1.2.2 Outsourcing of O&M of Passive Infrastructure.**

- i Coordination with Committee members/Circles.
- ii Preparation of minutes/Management Committee Notes etc.

##### **1.2.3 USO Site Part-B issues between BSNL & IPs in the light of Master Sharing Agreements (MSAs).**

#### **1.3 Leasing out BSNL passive infrastructure (Tower sites) to other Telecom Service Providers (TSPs).**

- i Framing & issuing guidelines/policy decision of BSNL related to lease-out of BSNL towers to other Telecom Service Providers (TSPs).
- ii Finalization & signing of Master Services Agreement (MSAs) with other new TSPs/ISPs (Internet Service Providers) to lease out BSNL tower sites.
- iii Signing of addendums to existing Master Services Agreements (MSAs).
- iv Coordination with Circles and sharing operators for enhancement of sharing business of BSNL towers.
- v Resolving/Sorting out execution issues of circles & TSPs/ISPs related to MSAs.
- vi Preparation of minutes for committee/Management Committee Notes etc.
- vii Setting yearly Physical/Financial targets of circles for leasing out of BSNL towers.
- viii Monitoring progress & collection of data on lease-out of towers by calling fortnightly reports from circles & its compilation/monthly review to achieve yearly target.
- ix. Preparation of various monthly/quarterly reports and presentations/PPT for Zonal review meetings/HOCC etc.

#### **1.4. Lease-in (Hiring) of passive infrastructure (Tower sites) from other Infrastructure Providers (IPs.)**

- i Framing & issuing guidelines/policy decision of BSNL related to lease-in of towers from other to other Infrastructure Providers (IPs).

- ii Hiring of towers by BSNL from other Infrastructure Providers (IPs) for roll out of mobile services for upcoming project in different phases.
- iii Resolving/Sorting out execution issues of circles & IPs related to MSAs.
- iv Preparation of minutes for committee/Management Committee Notes etc.
- v Finalization & empanelment of In-Building Solution (IBS) providers through EOI.
- vi Monitoring progress & collection of data on lease-in (hiring) of towers from other IPs and installation of own towers by BSNL in its mobile network by calling monthly reports from circles & its compilation/monthly review.
- 1.5 Parliament Questions (PQs), RTI cases, MOC & VIP, PG cases, Court cases, Audit & reply of Audit Para and General Staff matters of Infra Cell including Bank Guarantee (BGs)/ Cash Imprest/Intranet Management.
- 1.6 Processing of bills in ERP/SAP (Creation of Purchase Order/SES).

## **2. USO CELL**

### **Job activity**

- 2.1 Managing of all affairs related to erstwhile USO Towers.
- 2.2 Coordination with all the telecom Circle to lease out the erstwhile USO Towers for earning revenue from erstwhile USO Towers.
- 2.3 Interface with other operators for sharing of infrastructure on erstwhile USO Towers ( as Infrastructure Provider)
- 2.4 Managing all interactions with other USPs.
- 2.5 Compilation and submission of IP Fee and Opex charges report of the erstwhile USO Towers.
- 2.6 Court case with the RCL/RTL for recovering outstanding fee.
- 2.7 Collecting of the records pertaining to RCL/RTL outstanding from Circles for preparing a composite statement to be produced in Courts.
- 2.8 Attending hearing in Tribunal Court and preparations of the documents for submitting in the court in consultation with the advocate.
- 2.9 Perusing and submission of the bills regarding fee of Arbitrators and advocate.
- 2.10 Replying of audit memos/paras related to erstwhile USO Towers.
- 2.11 Issuing guidelines/instructions/clarifications to field units relating to erstwhile USO Towers.

### **3. SALES AND MARKETING**

#### **3.1 Sales-CM**

- 3.1.1 Sales & Distribution Policy & related issues.
- 3.1.2 FOS/MNP / M- Wallet Services.
- 3.1.3 Trade Schemes/ Incentive / Commission for distribution channels.
- 3.1.4 Franchisee report Compilation / Proposals from Circle.
- 3.1.5 KPI based performance report analysis.
- 3.1.6 Sales & Marketing Co-ordination with all Zones/Circles.
- 3.1.7 HOCC Meeting/NBFA Meeting.
- 3.1.8 PGRMS / MIS Portal (BSNL).
- 3.1.9 TRAI / Regulations.
- 3.1.10 Legal / RTI.
- 3.1.11 VIP / CMD/ MOC.
- 3.1.12 New Sales Proposals.
- 3.1.13 e-PIN Franchisees related issues.
- 3.1.14 SIM Sale Report.
- 3.1.15 E KYC Issues.
- 3.1.16 Physical Scratch Card Related Issues.
- 3.1.17 Vanity number related Issues.
- 3.1.18 CAF related Issues.
- 3.1.19 IPV4 related Issues.
- 3.1.20 Any other work assigned by Jt.GM / PGM.
- 3.1.21 Tariff order module implementation.

- 3.1.22 Sancharsoft / SSA reports
- 3.1.23 Sales Trends Monitoring.
- 3.1.24 Sales through CSCs.
- 3.1.25 ADG Four Pillar Strategy.
- 3.1.26 Project Vijay / IN/ C -TOP UP Related Issues.
- 3.1.27 HOCC Meeting/NBFA Meeting.
- 3.1.28 Tender activity / POC for sales proposals.
- 3.1.29 Easy Credit.
- 3.1.30 LCD Display / Promotion Solution.

## **3.2 Marketing –CM**

- 3.2.1 Press Release
- 3.2.2 CPGRAMS Govt portal
- 3.2.3 RTI Govt portal
- 3.2.4 Court / Legal / Board compliances
- 3.2.5 PGRMS / MIS/ CMD / Parliament questions / other complains
- 3.2.6 Audit Internal/ P & T Audit Inspection
- 3.2.7 Print Media Publicity
- 3.2.8 TRAI compliance for publication
- 3.2.9 TRAI other issues
- 3.2.10 Staff / Admin / Establishment.
- 3.2.11 Inspection of Circle / SSAs & Meeting / Conferences
- 3.2.12 ATL Marketing Activities.
- 3.2.13 Marketing through Outdoor Media.
- 3.2.14 Marketing through Electronic Media (Radio / Internet.)
- 3.2.15 Cinema Screen Theatres.

## **Sales Marketing – CM**

### **3.3 Sales unit activity:**

- 3.3.1 Constitution of Sales & Distribution Policy of Mobile product segment & its related issues. Framing of Trade Schemes/ Incentive / Commission for distribution channels.
- 3.3.2 Preparation of KPI based performance report analysis. MIS , reports & returns periodically. Sales Trends Monitoring Tariff order module implementation, Sancharsoft Over all monitoring & analysis of entire sales activity up to zones & circle level. Holding of NBFA meeting & Field Inspections.
- 3.3.3 e-PIN Franchisees, E KYC,CAF, IPV4, Vanity number related issues. Project Vijay / IN/ C -TOP UP Related Issues, HOCC Meeting/NBFA Meeting, Tender activity / POC for sales proposals, Easy Credit, LCD Display / Promotion Solution.
- 3.3.4 Disposal of representations, VIP references, Parliament Questions, Court cases/legal notices, Audit memos/Paras, TRAI, PG, Govt PGRMS Portal, Govt RTI Portal etc pertaining to **Sales activity**.

### **3.4 Marketing unit activity:**

- 3.4.1 Print media publicity of mobile plan & scheme and offers through advertisements & Press Release to publication houses/ agencies.
- 3.4.2 ATL Marketing Activities, Marketing through Outdoor Media
- 3.4.3 Marketing through Electronic Media (Radio / Internet),Cinema Screen Theatres
- 3.4.4 Disposal of proposals, Court cases/legal notices, Audit memos/Paras, TRAI, PG, Govt PGRMS Portal, Govt RTI Portal etc pertaining to **Marketing activity**.



## **5.0.10 GM/Sr.GM/PGM (Regulation)**

### **Job objective**

Managing the regulatory environment with respect to various licenses, interconnection arrangements and other inter-operator agreements for various services.

1. Issues of instruction and clarification to field units relating to inter-connect issues.
2. Finalization of Interconnect Agreement, POI test schedule etc. MTNL and other private service providers like ISP, Cellular, Basic, NLD and ILD operators.
3. Replies to court cases on regulatory issues.
4. To attend and sort out the complaining/ disputes of private licensed telecom operators.
5. Implementation of TRAI's directions and Regulations.
6. To attend all communications received from TRAI relating to Regulation / Recommendations and to communicate the reply within a time bound framework.
7. To attend and comment at the consultation papers and Show Cause Notice received from TRAI.
8. Preparation of Board Memos relating to any item pertaining to Regulation Cell.
9. Quarterly Performance Monitoring Report for Basic, Cellular, Broadband and Internet / Monthly Report of Network Congestion and Other Coordination work.
10. To attend all parliament questions, PAC matters and parliament assurance.
11. To attend all minister cases and VIP references.
12. Replies to Audit & CAG Paras for regulatory issues.
13. Tariff Reporting to TRAI.
14. Tarff Reporting to TRAI.

15. Engaging Sr. Adv / ASG / SG etc. in addition to empanelled legal counsel from to time for handling court cases of regulatory issue depending on the stake involved and importance of the cases. Processing legal fee bills of concerned Advocates.
16. Interaction with other cells of BSNL CO on Regulatory /licensing issues.
17. Security Matters relating to Law Enforcement Agencies (C.B.I. / I.B. / N.I.A. / R&AW /State Police Authorities / State Intelligence Authorities etc.).
18. Implementation of Standard Operating Procedures relating to handling of LEAs request for interception etc.
19. All request of Law Enforcements Agencies (LEAs) for interception , monitoring, records availability to be handled on top most priority on Pan India basis.
20. Implementation of policies of Government of India relating to national Security.
21. Maintenance of list of nodal officers of LEAs on Pan India basis for their operation requirements and updating of this list and circulation of the list among nodal officers of BSNL Circles and Telecom Districts etc.
22. Handling of Court cases regarding EMF and CAF penalties in Hon'ble TDSAT.
23. Monitoring of CAF penalties as well as EMF penalties being imposed on Circles by DoT Term Cells.
24. Taking up of penalty cases with DoT for waival of penalties.
25. Monitoring and circulation of DoT Guidelines / Instructions issued from time to time on Maintenance CAFs, EMF 7 Security issues etc.

## **5.0.11 GM/Sr.GM/PGM (Fin – CM)**

### **1. Fin-CM -1**

- 1.1 Monitoring of process on Billing, Collections, Recovery, Reconciliation and Compilation of various Data (Revenue Management) for CM business Vertical.
- 1.2 Compilation of Prepaid and Post-paid Sub-ledger of GSM Services and related correspondence.
- 1.3 Compilation and analysis of Leased out tower (other than USO) Revenue (IPF) Sub- Ledger and related correspondence.
- 1.4 Compilation of ICR Sub-ledger of GSM Services and related correspondence.
- 1.5 Monitoring and review of GMSC Revenue (collected with IUC charges).
- 1.6 Preparation of GSM Analysis Reports and conveying observations on it to the Circles.
- 1.7 C-Top up reconciliation and the related correspondence with the Circles.
- 1.8 Settlement of National Roaming charges between BSNL & MTNL and associated correspondence with MTNL and DoT.
- 1.9 Fixation of the targets of GSM Revenue and communicating the same to Circles.
- 1.10 Fixation of the targets of GSM Outstanding recovery and its monitoring.
- 1.11 Quarterly monitoring of proportionate achievement of GSM Revenue Targets.
- 1.12 Fixation of the targets for GMSC Revenue and its monitoring.
- 1.13 Fixation of the targets for Leased out towers (other than USO) Revenue and its monitoring.
- 1.14 Daily compilation and monitoring of Revenue through IN Reports.
- 1.15 Monitoring of mobile Data Revenue
- 1.16 Compilation of online recharge of Pre-paid vouchers.
- 1.17 Monitoring threshold credit limit of GSM Post-paid connection.

- 1.18 Quarterly monitoring of proportionate achievement of IPF Revenue Targets.
- 1.19 Processing the Write off cases for irrecoverable revenue concerning to mobile services, which are beyond the powers of CGMT.
- 1.20 Monitoring the progress of Write off cases of irrecoverable revenue of mobile services, which are within the powers of CGMT.
- 1.21 Periodical submission of various Data concerning to Revenue, collection and outstanding to Management.
- 1.22 Monitoring proper billing, Collections, recovery and accounting in respect of mobile services.
- 1.23 Financial vetting of the proposals received from NWO-CM Cell for Engaging centralized Vendors for billing and collection related activities.
- 1.24 Vetting revenue related proposals/ procedures moved by S&M-CM Cell in respect of various CM products.
- 1.25 Vetting of the proposal received from NWO-CM and S&M-CM Cell for engaging services of external agencies.
- 1.26 Monitoring timely disposal of the RTI/ MOC/ PG/ CPG/ VIP cases concerning to Finance-CM Cell.
- 1.27 Monitoring timely compliance to the Internal Audit Inspection Report concerning to finance-CM Cell.
- 1.28 Monitoring Arbitration cases concerning to finance-CM Cell.
- 1.29 Submission of TRAI Auditor report on billing and metering of mobile services and ATN on it through Regulation Cell.
- 1.30 Monitoring timely reply to the Draft Audit Paras concerning to Finance-CM.
- 1.31 Monitoring timely reply to the Inspection memos received from P&T Audit concerning to Finance-CM Cell.
- 1.32 Obtaining replies of C&AG Paras concerning to CM- Finance Cell from Circles and furnishing its ATNs.
- 1.33 Monitoring legal cases concerning to finance- CM.
- 1.34 Various type of action & activities like Inspection of BTS Towers connected to Revenue Assurances.

- 1.35 Quarterly monitoring of proportionate achievement of GMSC (IUC) Revenue Targets.
- 1.36 Compilation and Monitoring of mobile Data Revenue.
- 1.37 Monitoring accounting of Income against stock extended to franchisees/ RDs/ DSAs/Retailers etc. in lieu of various commission.
- 1.38 Fortnightly monitoring of report on collection of outstanding revenue on account of BSNL's Towers (other than USO) lased out to other TSPs.
- 1.39 Fortnightly monitoring of report on collection of outstanding revenue on account of GSM post-paid.
- 1.40 Monitoring billing and collection of ICR revenue.
- 1.41 Monitoring settlement of defaulter cases of CM-vertical under discount scheme.

## **2. T&C-CM Section**

- 2.1 Rationalization/ examination/ evaluation of various tariff proposals relating to GSM services received from the field units and proposals initiated from corporate office and issue of tariff orders approved by competent authority.
- 2.2 Examination of ECT proposals received from the Circles and proposals initiated from BSNL Corporate Office.
- 2.3 Examination/ financial concurrence on the files received from other sections of CM—verticals viz. P&P, NWO—CM, NWP, S&M, VAS—I, II, EB Cell, Regulations Cell, Infra Sales Cell etc.
- 2.4 Examination of various EOI, MC notes etc. received from other units (CM vertical).
- 2.5 Parliament Questions, Audit/ C& G Paras, Parliament Assurances, relating to Finance—CM/CM—Vertical.
- 2.6 Revenue Assurance cases relating to GSM Services earlier dealt by erstwhile RAC Cell.
- 2.7 Preparation of various periodical report relating to T&C section and furnishing to concerned section of BSNL Corporate Office.
- 2.8 Day to day miscellaneous works like filing, typing & photocopying of voluminous data are dealt by T&C section.

- 2.9 Processing/ financial checking of bills relating to LWE Project which is also being monitored directly by PMO/DOT.
- 2.10 Collection & compilation of various TRAI reports (month1y/ quarterly basis), its analysis viz. preparation of revenue & usages reports on GSM services and furnishing to Regulation Cell for onward submission to TRAI.
- 2.11 Compliance of data gaps observed by TRAI in the reports from the concerned LSA etc., reports on TRAI consultation papers, updation of tariff on BSNL portal.

### **3. NOFN/Fin-GP Cell**

- 3.1 Raising of Centage claims on BBNL.
- 3.2 Compilation of all funds(Advance &Centage) received from BBNL/DOT.
- 3.3 Reconciliation of all funds (Advance &Centage) received from BBNL/DOT as well as their allotment to BSNL NOFN Circles.
- 3.4 Compilation of MPSTC reports for TDS & Service Tax etc. received from NOFN Circles & their onward submission to BBNL.
- 3.5 Allotment of funds as advance to BSNL NOFN Circles for NOFN Project Project.
- 3.6 Receipt of Form-16A from BBNL and their dispatch to BSNL NOFN Circles for further distribution among contractors of NOFN Projects.
- 3.7 Booking of Income in Trial Balance in respect of NOFN/NFS separately.
- 3.8 Monitoring of claims/advances raised to BBNL/DOT for NOFN/NFS Project.
- 3.9 Apportionment of Funds circle wise received from BBNL against Estimates, PO, and WO wise etc. (as the case may be) on the basis of funds received from BBNL.
- 3.10 Regulation of circle wise funds received from BBNL and its proportionate allotment to Circles and correspondence/Monitoring / coordination with Circles, BFC&I Section of BSNL C.O. and BBNL

## **5.0.12 GM/Sr.GM/PGM (CDN)**

### **1. Management System (MIS Information)**

- 1.1 MIS Cell is the nodal center for collecting various information from the CGMs of the field units, particularly Telecom Circles, Metro Districts, Telecom Maintenance regions & Telecom Project Circles etc. In addition to the above, it also receives the information from the controlling branches of BSNL on monthly basis as an input to the various output reports issued from MIS Cell to the Top Management of BSNL. The list of various main input/output reports issued from MIS cell are as under:-
- (i) Monthly Development-I report (8 Pages) unit wise status report in respect of Telephones with (Wired, WLL, Cellular) including urban & Rural break up, switching capacity, waiting list, along with their Targets and achievements on monthly basis latest by 15th of the following month of reporting to Top Management of BSNL & concerned functional heads of BSNL, Regulation cell and DOT.
  - (ii) Monthly Development-II report (8 pages) status report in respect of telephone Adalats, open house sessions, meeting with MPs held. Status report on Internet connections, Broadband connections, ISDN connections, PCO, GPRS, Mobile service towers, Tax capacity and Optical fiber.
  - (iii) Monthly Development-III report in respect of achievement in Wireline, WLL, Cellular, PCO connections. Wire line Fault rate, CCR (Local) and CCR (STD).
  - (iv) Monthly Operation report in respect of service performance report, Unit wise VPT fault, Unit wise figures of CCR( Local, Junction, STD)., Report of Directory enquiry, FRS & TR billing accs., Customers service centers and Numbers of STD stations.
  - (v) Monthly VTM report in respect of Telephone wireline state-wise switching capacity, total numbers of Rural/Urban connections in respect of DEL/WLL/Cellular.
  - (vi) Monthly MIS booklet on circle-wise data of telecom services including MTNL on monthly basis by end of the following month Top management of BSNL concerned functional heads of BSNL.
  - (vii) Monthly Mobile Tower report in respect of circle-wise /state-wise mobile tower status report with Rural/Urban breakup.
  - (viii) Monthly surrendering of land line connection report.
  - (ix) Quarterly circle wise/SSA wise growth rate/CCR Fault rate report.
  - (x) Quarterly BSO (Basic Service Operator) report regarding MOU (O/G) & Incoming, Average holding time etc. for forwarding to TRAI through Regulation cell.

- (xi) Quarterly Subscriber base related to data service report in respect of GPRS Subscriber details & CDMA 2000IX data.
- (xii) Quarterly PMR (Performance Monitoring Report) regarding Quality of service performance (Wire Line).
- 1.2. Deal with Parliament Questions for supply of supplementaries for starred Parliament questions.
- 1.3 Modification of various MIS formats from time to time as per requirement.
- 1.4 All reports are uploaded on BSNL Intranet portal and sent through mail to Regulation cell.
- 1.5 Reply to queries of Audit cases received from RAO (Resident Audit Office) in connection with MIS data
- 2. PG Cell**
- 2.1 Management of grievances received through CPGRAMS, PGRMS and UCC portal.
- 2.2 Attending of meetings held in DOT, DPG, DARPG and other Departments for CPGRAMS and Minister Cases.
- 2.3 Co-ordination with Circle Office & within Corporate office for prompt disposal of pending cases in CPGRAMS and PGRMS Portal.
- 2.3 Analysis of pending cases report in CPGRAMS and PGRMS Portals for more than 30 days and prompt action for their disposal on weekly basis.
- 2.4 Monitoring for Preparation of Minister Cases report monthly statements with respect to VIP cases in BSNL for PS to Hon'ble Minister.
- 2.5 Disposal of RTI cases related to PG Cell.
- 2.6 Monitoring and co-ordination of UCC portal in PG cell for pending cases.
- 2.7 Liaosning with ITPC [**CDR data**] Circle and M/s Aegis [**Call Centre Data**] for timely submission of "**CUSTOMER GRIEVANCES REDRESSAL REPORT**" in the formats given by TRAI in respect of CMTS, Basic Telephone, Broadband Service for all Telecom circles/ Districts.
- 2.8 Preparation of Citizen Charter.
- 2.9 Recently, BSNL has registered as converging partner for dealing with the grievance lodged at 'INGRAMs' in the web portal of Ministry of Consumer Affairs. The grievance cases received through this portal pertaining to BSNL will be dealt by PG Cell.
- 2.10 Monitoring of Consumer Education Workshop, Telephone Adalats/Open House sessions in Circles / SSA & policy matter thereof.



**3. Activities of RTI Cell:**

- 3.1 Acting as central coordinating unit for disposal of RTI requests received under RTI Act,2005.
- 3.2 All CIC hearing cases. Liasioning with relevant units of BSNL CO/ Telecom Circles, documentation of the CIC hearing related file. Supervision of the cases till its final compliance to CIC/Appellant. Maintain the record of CIC hearings during the year.
- 3.3 Coordinating with various PIOs/ Telecom Circles for timely disposed of RTI Requests.
- 3.4 Coordination with Appellate authorities for disposal of Appeal cases received under RTI Act, 2005.
- 3.5 Collection of data for the preparation of the RTI manual pursuant to 4(1) (b) of the RTI act 2005 and getting it uploaded on BSNL website [www.bsnl.co.in](http://www.bsnl.co.in)
- 3.6 Compliance and forwarding of quarterly reports to DOT/CIC.
- 3.7 Updation of BSNL website w.r.t. RTI Activities.
- 3.8 Administration of online RTI Portal.
- 3.9 Coordinating with advocates in defending court cases related to RTI Applicants.
- 3.10 Any work related to RTI Act, 2005.

**5.1.1 GM/Sr.GM/PGM (Elect. Works)  
Technical Matters**

- 1.0 Technology up gradation and improvement in work procedure and updating of manuals.
- 2.0 Implementation of New & Green Renewable Energy resources.
- 3.0 Policy regarding energy efficiency.
- 4.0 Standardization of the AC, EA, Sub Station, FAFD and other Electro-mechanical items.
- 5.0 Computerization of Electro-mechanical services.
- 6.0 Appointment of Electrical Inspectors.
- 7.0 Product approval and Updation of Product Directory.
- 8.0 Performance review and Enlistment / weeding out of the contractors.
- 9.0 Monitoring of Progress of the Electro-mechanical Works.
- 10.0 Processing of Tenders beyond powers of CEs(E).
- 11.0 Monitoring and Control of RE/BE.
- 12.0 Policy guidelines on Maintenance of Electro-mechanical installations.
- 13.0 Material Management of Electro-mechanical items.
- 14.0 AT procedures of AC, EA, Sub Station, FAFD and other Electro-mechanical items.
- 15.0 Arbitration, Court cases, DAP/PAC/CAG Paras and legal aspects.
- 16.0 Court Cases / PGRMS / RTI /VIP Reference and Parliament Questions in above area.
- 17.0 Scrapping and E Waste

**Administrative – Staff and Establishment (Electrical)**

- 1.0 Co-ordination with higher offices and field units.
- 2.0 Man power planning and personnel policy.
- 3.0 Technical control of field units.
- 4.0 HR Issues such as rosters, transfer posting, promotions superannuation and VR cases
- 5.0 Modification / amendment the recruitment rules.
- 6.0 Updating the seniority lists.
- 7.0 NOC cases for deputation / Passport / Foreign Visit / Higher Studies.
- 8.0 Court Cases / PGRMS/ RTI/ VIP references and Parliament Questions on HR Issues.
- 9.0 Union/Association Matters and NCSC & NCST cases.
- 10.0 Policy planning on training.
- 11.0 Appellate Authority.

## **5.1.2 GM/Sr.GM/PGM (Building Works)**

### **1. Personnel- BW Section**

- 1.1 Processing cases related to promotion of Civil/ Electrical/ Architect Executives.
- 1.2 Processing cases for financial up gradation/ ACP of Civil/ Electrical/ Architect Executives.
- 1.3 Processing cases of periodical review for ensuring probity and efficacy among employees of Civil/ Electrical/ Architect Executives.
- 1.4 Processing of cases related to transfer / posting/ modifications and additional charge / post diversion etc. of Civil/ Electrical/ Architect Executives.
- 1.5 Preparation & updating of Seniorty list/ Roaster registers in various grades of Civil/ Electrical/ Architect Executives.
- 1.6 Disposal of Personal cases of Civil/ Electrical/ Architect Executives related to permission for higher studies/ deputation on other department etc.
- 1.7 Processing and final disposal of VRS and retirement cases on attaining superannuation age of Civil/ Electrical/ Architect Executives.
- 1.8 Processing and final disposal of RTI cases/ Parliament Question etc. in respect to HR matters of Civil/ Electrical/ Architect Executives.
- 1.9 Process and disposal of VIP/ CPGRMS/PG cases related to HR matters of Civil/ Electrical/ Architect Executives.

### **2. W&QA Unit**

- 2.1 Policy formation, guidelines, issuing clarifications, updation of BSNL General Conditions (GCC) of Contract etc and all other matters regarding Building Works of BSNL.
- 2.2 Facilitating procurement and monitoring of External Works executed by BSNL Civil Wing for other government departments/organisations to earn additional revenue for BSNL.
- 2.3 Compilation and distribution of RE and BE for building works.
- 2.4 Processing of tenders of internal works and External works for decision of competent authority in BSNL Corporate Office.
- 2.5 Policy formation and implementation and monitoring of important Government of India projects entrusted by Deptt of Telecom like NFS works for Indian Army and Indian Air Force Swachhta Action Plan under Swachh Bharat Abhiyan.
- 2.6 Enlistment of contractors for BSNL Building works under BSNL Enlistment Rules
- 2.7 Arbitration cases.
- 2.8 Investigation of complaints and scrutiny of investigation reports.

### **3. Land Development Unit**

- 3.1 Commercial Exploitation of BSNL Plots.
- 3.2 Monitoring & compilation of Mutation of lands.
- 3.3 Monitoring of Audit of the O/o PGM (BW).
- 3.4 Cases pertaining to encroachment of land.
- 3.5 Cases of approval of construction of works.
- 3.6 All cases of uploading of land data on web portal.
- 3.7 All cases of space audit and its monitoring.
- 3.8 Cases of renting of vacant spaces.
- 3.9 Re-conciliation and Asset Management of BSNL land and buildings.
- 3.10 All cases of renting of staff quarters, ATM spaces and their policy.
- 3.11 Compilation of revenue records earned from renting out the ATMs, Vacant qtrs, Buildings etc.
- 3.12 Monitoring of Legal, court cases, related to rented buildings.
- 3.13 All land transfer / surrender cases between BSNL and other local / central Govt. Department.
- 3.14 Property tax on BSNL lands & buildings / similar cases.
- 3.15 Cases of retention of land by DoT.
- 3.16 All cases of jointly occupied properties with Postal Department & rent arrears claimed by Postal and BSNL.
- 3.17 Settlement of space charges of the jointly held property with MTNL.
- 3.18 All VIP cases, RTI cases, parliament questions pertaining to rented buildings
- 3.19 All cases regarding HRA / License fee and damage charges from DoT occupied quarters.

### **4. HR Unit**

- 4.1 All functions/matters like maintaining seniority of executive cadre, maintain rosters, transfer & posting, processing promotions, retirement etc. related to HR BSNL Civil Wing personnel on all India basis.
- 4.2 HR matters like inter circle transfer and all matters requiring attention of Corporate Office related to non-executives of BSNL Civil Wing.
- 4.3 Handling court cases in respect of seniority, promotions etc.
- 4.4 All administrative functions for staff of BW Unit at BSNL CO.
- 4.5 Processing and settlement of miscellaneous representations in respect of matters like below bench mark APAR, service break, pay anomaly etc.
- 4.6 Processing cases like deputation, absorption, RTI, PGRMS cases, probity & efficacy etc.

**5. CW & BD Unit**

- 5.1 Facilitating and processing cases of procurement of External Works for revenue generation.
- 5.2 Exploring new business avenue for BSNL Civil Wing.
- 5.3 All misc cases like RTI cases, PGRMS cases, VIP references, clarifications on external works etc.
- 5.4 All functions regarding ERP HCM Module of o/o PGM (BW).
- 5.5 Functions pertaining to Central Design Office

### **5.1.3 GM/Sr.GM/PGM (Architecture)**

#### **Architecture-NB**

#### **1. TECHNICAL MATTERS:**

- 1.1 Issuing of policy and guidelines for all matters related to Architectural related matters.
  - 1.1.1 Streaming rules and procedures relating to Architectural works for proper planning.
  - 1.1.2 Standardisation.
  - 1.1.3 Cost reduction.
  - 1.1.4 Energy conservation.
  - 1.1.5 Updating specifications.
  - 1.1.6 Approval of New Products
  - 1.1.7 Procedures and contracts for engagement of Private Architectural Consultants.
  - 1.1.8 Handling of Arbitration case of Consultants.
  - 1.1.9 Coordination with other Ministries/ Departments such as Delhi urban Arts Commission, Development Authorities, Town Planning, civil Aviation, Fire , Municipal Authorities etc. for laying guidelines for Buildings.
- 1.2 Monitoring of Architectural Works (external and internal) of all the field units.
- 1.3 Monitoring of providing Stand-alone Consultancy and Project Management Consultancy (PMC) to External Clients.
- 1.4 Framing of duties of officers/staff of different cadres of Architectural Wing.
- 1.5 Matters relating to conduct of the departmental examinations for promotion in Architectural Wing.

#### **2. STAFF & ESTABLISHMENT MATTERS:**

- 2.1 Handling all staff and establishment matters related to Architectural Wing.
- 2.2 Creation/Retention of posts in Architectural Wing of BSNL.
- 2.3 Matters relating to pay fixation of officers of Architectural Wing in BSNL Corporate Office.
- 2.4 Processing of HR matters of Architectural Discipline.
- 2.5 Providing guidance to field units on HR matters referred to BSNL, Corporate Office.
- 2.6 Matters relating to staff matters taken up by Associations.

- 2.7 Grant of NOCs for various activities viz. Passports/Going abroad, higher studies etc.
- 2.8 Promotion/Posting and transfer in Architectural Wing.
- 2.9 Maintaining Rosters of cadres of Architectural Wing on All India basis.
- 2.10 Framing of RRs in respect of cadres of Architectural Wing.
- 2.11 Seniority Lists
- 2.12 Deputation of officers of Architectural Wing to other organizations.
- 2.13 Conduct Rules cases.
- 2.14 Disciplinary cases
- 2.15 Court Cases of Architectural Wing.
- 2.16 RTI cases
- 2.17 SCT Cell cases.
- 2.18 Probity and efficacy cases
- 2.19 Parliamentary Questions
- 2.20 Provide advice to all BSNL sections on Architecture related matters.
- 2.21 Maintaining of Service Books of executives in O/o PGM (Arch), BSNL C.O.

#### **5.1.4 GM/Sr.GM/PGM (EB-NB)**

##### **1. Job objective -**

Conceptualisation, Planning & implementation of different New business opportunities arising in the areas of ICT applications, FMS, IDC Services and Non-Telecom Services/Projects etc in India as well as abroad. Achieving profitable and sustainable growth of New business by offering innovative ideas/solutions on Turnkey basis to Enterprise customers including those in Govt, Semi-Govt, Banking and Financial institutions, Central/State PSUs etc.

##### **2. Key Responsibility Areas (KRAs)**

- 2.1. Formulation of New Business strategy in line with the Company strategy for diversification of its business in new areas.
- 2.2. Exploring business opportunities in new areas with special focus on ICT based applications, IT/ITes, IOT/M2M Solutions, FMS & IDC services etc required under various flagship/Mission Programmers of Central & State Govts such as Digital India, e-governance, M-Governance, Swachh Bharat Mission, Smart Cities etc.
- 2.3. Providing techno-commercial offers/proposals to a prospective customer either directly from Corporate Office or through BSNL field units
- 2.4. Processing cases/proposals if required for obtaining in-principle approval of Competent Authorities for pursuing any New Business opportunity.
- 2.5. Enrolment of Application Service Providers (ASPs) and SaaS Providers (SaaSPs) Centrally at Corporate Office for making them partners for providing Turnkey Solutions to customers.
- 2.6. Evaluation of technical and or financial offers/proposals received from different partners to meet the requirement of any prospective customers.
- 2.7. Processing of invoices/bills raised by different vendors/partners (ASPs/SaaSPs) for their payments.
- 2.8. Participation in various tenders invited by different customers in the new business areas enumerated in the preceding paras.
- 2.9. Creation of annual business plan for New business.
- 2.10. Target setting for New Business by Liaoning with circle CGM/EB Heads.
- 2.11. Monitoring performance against New business plans/targets set at Corporate level for the circles.
- 2.12. Liaoning with circles for exploring New business opportunities in the circle.
- 2.13. Formulation of different policies/strategies at Corporate level for acquiring New business from the market.



- 2.14. Processing and handling cases for making BSNL a GST Suvidha Provider (GSP) and then making efforts for garnering external business revenue through this.
- 2.15. Handling cases related with Start up Funding.
- 2.16. Selection of Consortium partners for participating in any tender/EOI/RFP invited by an organisation.
- 2.17. Handling cases related with emergency communication systems, LBAS services etc.
- 2.18. Creating Corporate presentations for different potential customers.
- 2.19. Liaisoning with GM (EB-city) for providing Corporate office support to field units with regards to business pitches/closure, client interface etc, if required.
- 2.20. Coordination and liaisoning with backend partners of BSNL for smooth delivery of services/products to customers against their confirmed work orders.
- 2.21. Invitation of sealed techno-commercial offers from empanelled ASPs of NB Cell for preparing offers for a prospective customer.
- 2.22. Finalising SaaS Tariff/Prices in consultation with SaaSP for different products.
- 2.23. Liaisoning with relevant stakeholders within the company to identify new business opportunities and make a business case for the same.
- 2.24. Ensuring senior management consensus on the business case.
- 2.25. Creation of a detailed implementation plan for new business opportunities approved by the senior management of the company.
- 2.26. Ensuring timely implementation of the approved new business opportunities.
- 2.27. Liaisoning with HR/Pers Section for adequate staffing in NB unit.

### **5.1.5 GM/Sr.GM/PGM (TF)**

#### **1. PLANNING:**

- 1.1 Planning & Finalization of Production Program on the basis of demand / requisitions from Territorial Circles.
- 1.2 Allocation of TF Products to Territorial Circles and Quantity break up given for supply by Telecom Factories on analyzing various parameters like production items of factories, Stock availabilities in factories, capacity of factories for manufacture, short distance between territorial Circle and Factory etc.
- 1.3 Grant of No Objection Certificate to Circles for outside purchase of TF Products in case the quantity of item is beyond the capacity of Telecom Factories as well as factory is unable supply the item in the time given by Territorial Circles.
- 1.4 Pursuing with Territorial Circles for extension delivery period for of left- over requisition at the end of financial year.
- 1.5 Any other technical / planning matter pertaining to Telecom Factories.

#### **2. MONITORING:**

- 2.1 Monitoring and review of production performance of all factories. Weekly – Monthly – Quarterly and year-wise based on weekly report, monthly MIS etc. received from Telecom Factories.
- 2.2 Arranging and coordinating Production Review Meetings (QPR) of Telecom Factories and reviewing the status of Factories productions and supply material, HR Issues, New Products, Product diversification, utilization of spare infrastructure etc.
- 2.3 Coordinating with Territorial Circles as well as Telecom Factories for manufacturing of Telecom Factory Products and timely supply. Periodical review of supply and necessary action shall be taken for early supply of critical items to Circles from Telecom Factories.

#### **3. FACILITATING:**

- 3.1 Processing of cases for disposal of plant & machinery, vehicles, surplus stores & scrap etc. beyond CGMs power.
- 3.2 Processing of Quality issues of factories with QA Wing and GR issues with TEC
- 3.3 Processing of procurement cases beyond the power of CGMs.
- 3.4 Examining single tender cases of Telecom Factories and processing for approval of competent authority.
- 3.5 Examining and dealing vendors complaints raised on tenders of Telecom Factories
- 3.6 MOU with Govt. / PSUs for procurement of critical raw materials required for Telecom Factories for regular and uninterrupted production of TF products.

**4. PRODUCT DIVERSIFICATION / NEW PRODUCTS:**

- 4.1 Identification and selection of partner for new business opportunities in Telecom Factories for product diversification / process modernization / new products etc.
- 4.2 Preparation of RPF, Floating of EOI for product diversification / process modernization / new products in Telecom Factories.
- 4.3 Processing and Sanction of project estimates for product diversification / process modernization new product etc. in Telecom Factories.
- 4.4 Floating of tenders combined for all Telecom Factories for hiring of Machineries / Labour contract etc. for manufacturing of products in absence of non availability or less availability of machineries and skilled labour force in factories.

**5. HR ISSUES:**

- 5.1 Processing cases pertaining to Telecom Factories – Industrial Category, Regular Staff & Executives which are received from Telecom Factories.
- 5.2 Providing clarifications to Telecom Factories on various trades (Industrial) of Telecom Factories.
- 5.3 Submission of proposal to Personnel Section of BSNL Corporate Office for promotion to various Executive Cadres i.e. JTO to SDE, SDE to AGM, AGM to DGM, DGM to GM etc.
- 5.4 Compilation of GPMS / IPMS Score Cards of Telecom Factories as well as TF Cell and monitoring the activities.

**6. STATUTORY MATTERS :**

- 6.1 Providing assistance / guidance to Telecom Factories on the matters of TAX & Duty on the goods manufactured and shipped from Telecom Factories.
- 6.2 Time to time clarification for the issues of Telecom Factory on Excise Duty, Sales Tax, Service Tax etc. Also as and when TAX patterns are changes like GST, required assistance are provided to Telecom Factories if needed.
- 6.3 Monitoring the pending court cases. Legal guidelines pertained to cases of Telecom Factories pending before various courts and tribunals like Supreme Court, High Court, CESTAT and National Appellate Tribunals etc. Also monitoring the pending court cases.
- 6.4 Processing and disposal of cases viz. RTI, VIP, PGRMS, CPGRMS etc.
- 6.5 Processing and disposal of Parliament Questions related to Telecom Factories.

**7. FINANCE / COSTING :**

- 7.1 Financial powers to CGM Telecom Factories.
- 7.2 Co-ordination between Telecom Factories and Finance wing of BSNL CO for provision of funds.
- 7.3 Review of financial parameters of Telecom Factories based on trial balance Profit-and-Loss accounts etc.
- 7.4 Pursuing with Telecom Factories for timely submission of RE / BE, Allotment of Funds for Capital Works, Working Expenses etc.
- 7.5 Guidance to Telecom Factories on Closure of Work Orders.
- 7.6 Cost comparison of TF Products among factories as well as market rate.
- 7.7 Dealing with write-off loss on account of damage to plants, raw materials, finished goods etc. caused by fire, accident, theft riots and other unforeseen events beyond CGMs power.
- 7.8 Monitoring or realization of dues from Circles for Supply of stores.
- 7.9 Settlement of Claims against supply of TF products supplied to other than BSNL.
- 7.10 Any other Accounting and Finance matter pertaining to Telecom Factories

### **6.0.1 GM/Sr.GM/PGM (MM-Ent. Cell)**

#### **1. MM-Ent Cell (MMC- Unit)**

Managing Procurement of goods and services for all User cell under Director (Ent.) by CT and MT section. Under MM-EB cell, MT section is responsible for the activities related to procurement of M/W and Satellite equipment. CT section is responsible for the activities related to procurement of Optical Fiber Cables (12F, 24F, 48F, 96F etc.), Transmission Equipment like DWDM, OTN and CPAN.

Common Key Responsibility Areas (KRAs) in CT/MT sections:-

- 1.1. Processing of "CET Financial Report" of any tender for getting approval of competent authority after due finance vetting.
- 1.2. Vetting of Advance Purchase Orders from concerned User and PF cell after the approval of purchase proposal.
- 1.3. To obtain the unequivocal/unconditional acceptance from the bidder along with prescribed PBG and its verification from the concerned bank.
- 1.4. Vetting of Purchase Orders from concerned user and PF cell before issue.
- 1.5. Extension of delivery period on request of the vendor - after approval of competent authority.
- 1.6. Issue Firm Prices in existing Purchase Orders on the request of Bidders.
- 1.7. Court cases and Arbitration cases are dealt with Arbitrators/Advocates in Court and pursued with Suppliers/Circles.
- 1.8. CAG/Audit Paras related to MT and CT sections under EB vertical.
- 1.9. Providing guidance and approvals to circles for smooth day to day operations.

#### **2. MM-ENT Cell (MMT Unit)**

Managing all tenders requisitioned to Material Management Tender (MMT) Section from all the user cells in BSNL CO, New Delhi.

- 2.1 To examine the requisitions received from Planning Cell for floating of tenders for centralized items.

- 2.2 Issue of NIT, Preparation, Sale of Bid Document & uploading on BSNL public portal, ETS portal & e-procurement portal.
- 2.3 Formation of Committee for Evaluation of Tenders(CET) /Price Negotiation Committee(PNC) for tenders invited.
- 2.4 Issue of clarifications to pre-bid queries of bidders & asking post-bid clarifications from bidders as and when desired by CET.
- 2.5 Opening of tenders, Preparation of minutes & distribution of relevant documents to CET members, preservation of bid documents in CD form.
- 2.6 Upkeep, monitoring and release of EMBG/EMD to the bidders.
- 2.7 Replying to the Tenders related complaint received from different fields units and issue of clarifications as per the instructions guidelines issued from MM cell.
- 2.8 Dealing with cases of purchase preference & concessions granted to NSIC registered SSI/MSE units.
- 2.9 Modifications/addition/deletion of tender related clauses and issuing clarifications.
- 2.10 Parliament cases & VVIP /VIP Cases, Audit Paras / Draft Audit Paras, Court cases related to MMT section.
- 2.11 Providing guidance and approvals to Circles for smooth day to day operations.
- 2.12 Appointment of IEM for tenders whose estimated cost is Rs. 50 Crore and above. Consultation for all such tenders with IEM & all allied activities to get technical advice
- 2.13 RTI replies to the applicants related to MMT Section.
- 2.14 Matters relate with procurement policy, Suitable Policy decisions are issued after the systemic improvement implementation in BSNL Procurement as per directive from CVO BSNL.
- 2.15 Submitting the different statements/reports i.e. monthly contract POs statement, Court cases, VIP case statement, PQ assurance statements, implementation status, significant achievement statement, Hindi quarterly report, monthly tender floating statement etc. as per schedule, pertaining to MMT section.

## **6.0.2 GM/Sr.GM/PGM (EB- I)**

1. EB-I cell of BSNL Corporate office is mainly entrusted with the acquisition of business from platinum customers (Enterprise customers having turnover more than 500 Crs in case of manufacturing units & 100 Crs in case of Telecom/IT units, Central government - Departments, PSU, Agencies & autonomous bodies etc).
2. Review and monitoring of growth of business done with platinum customers through 10 platinum units – Ahmadabad, Bangalore, Chennai, Hyderabad, Kolkata, Mumbai, NCR-I, NCR-II, Pune & VSAT-Bng.
3. Various enterprise solutions/ services are offered to enterprise customers like – MPLS based lease lines , Domestic Lease line Circuits, Internet Lease Lines, Internet Data centre services, VSAT services, VPNoBB, Bulk push SMS, IN services like free phone & Universal Access numbers.
4. Holding of quarterly zonal review meetings for achieving targets.
5. Monitoring of performance of platinum units based on KPI like Stage 4, stage 1, new account penetration (acquiring business from untapped platinum customers) & IDC (Internet data centre) targets.
6. Administrative support to EB-Platinum units.
7. Handling & resolution of queries from different circles and field units
8. Deliberation and Processing of discounting proposal received from field units.
9. Monitoring of service- delivery and assurance of major projects.
10. Development and Management of enterprise product – Managed Network Service. Monitoring of performance of MNS Channel partner.
11. Development and Management of enterprise product – global Managed Network Service.
12. Monitoring of IDC (Internet data centre) services and channel partner performance on PAN India basis.
13. Managing and monitoring of ASA-AUA services - Adhaar based authentication and authorization services.
14. Monitoring of MoU signed with platinum customers.
15. Continuous improvement and development of Enterprise portal to make it more resourceful and ease of doing business.

16. Formulation of policies regarding enterprise units.
17. Forwarding of tender leads to field units and their monitoring. And persuasion of those leads. Giving/arranging support – administrative, technical to field units. Helping them in bidding competitive tariff.
18. Regular meetings and interactions with central government agencies, units & departments – like CBEC, BBNL, DoT, ICJS, DRDO, CDOT-CMS etc at corporate office level.
19. Arrangement of seminar for sharing of experience and knowledge gained from business done with enterprise customers. New initiatives taken and strategies adopted by field units to tap new customer and to get incremental/ additional business from existing customers.
20. Monitoring empanelment of System Integrators by platinum units for turnkey solutions to be offered to enterprise customers.
21. Monitoring empanelment of Channel partners by platinum units as per the channel partner policy and business being done through channel partners.
22. Marketing activities like - on social media, Airlines seat backs, Airport's digital display screens and other means for business promotion of enterprise products – like MPLS, MNS, Point to Point lease lines, ILL, IDC, VSAT, VPNoBB & CUG etc. And monitoring of marketing activities performed by platinum units.
23. Establishment and monitoring of EBCC (Enterprise Business Call centre) for promotion EB sales – through Calls, SMS, Emails and monitoring its performance on regular basis.



### **6.0.3 GM/Sr.GM/PGM (EB-II)**

1. EB-II Cell is mainly entrusted with serving Gold and Silver category customers of BSNL.
2. Handling of Platinum customers also not located in the proximity of the platinum offices.
3. Following are some of the products offered to Enterprise Customers with special tariff plans as required by these customers on competitive rates:
  - i) Point to Point Leased Circuits
  - ii) MPLS-VPN based Leased Circuits with and without Managed Services
  - iii) Internet Leased Lines with and without Managed Services
  - iv) VSAT Services
  - v) Internet Data Centre Services
  - vi) All mobile voice and data services including CUG.
  - vii) All Fixed Network Landline Voice and Broadband Services
  - viii) Free PBAX Service
  - ix) Intelligent Network Services such as Free Phone (FPH), Universal Access Number (UAN), etc.
  - x) Primary Rate Interface (PRI) lines / SIP Trunk Services
  - xi) Other Telecom Services provide to enterprise customers on turnkey basis.
4. Handling the EB cases where discounts on card rates are beyond the powers of Heads of Circle and to be approved by Director (Enterprise).
5. To keep continuous liaison with field units to know their business requirements particularly in enterprise segment and providing necessary resolution from Corporate Office.
6. Forwarding of tender leads to field units followed by monitoring and persuasion. Arranging documentary, administrative and technical support to field units in bidding and wining in best interest of BSNL.
7. To continuously monitor and review the Sales Funnel with verification of the sales data correctness, and following up the targets with the Circles.
8. Handling of the mission mode projects of Government with BSNL like CCTNS (Crime and Criminal Tracking Networks & Systems), SWAN (State wide Area Network), R-APDRP (Restructured- Accelerated Power Development & Reforms Program) and ITES (Integrated Train Enquiry System).
9. Dealing with "Open Policy on Free PABX" to provide Voice & Data PABX service to corporate customers through empanelled National and Circle level PABX Franchisees

10. Dealing with Channel Partner Policy (CPP) for Empanelment of Channel Partners to enhance the Enterprise customer base and volume of business.
11. Policy & Guidelines for establishment of customer's private network on turnkey basis through System/Network Integrators (SI Policy).
12. Dealing Strategic Business Alliance (SA) policy and empanelment of world level business entities to pool the resources and provide needed composite solutions to customer.
13. Policy for Termination of International A2P Transactional SMS to cellular Mobile Subscribers of BSNL & Collecting SMS responses [A2P (Application –to-Person) SMS Messaging is also called Enterprise or Professional SMS].
14. Continuous improvement and development of Enterprise portal to make it more resourceful and ease to help of doing business.
15. New Business Development inputs to respective branches of EB and other verticals.
16. Coordinating with other Enterprise Units like EB-I, BP-Ent. and Monitoring Cell for various policy / tariff related matters/Circle Proposals.
17. Holding of field reviews and follow-up of inputs and recommendations.
18. Member of ECT-EBU, BSNL CO.
19. Member of Standing Committee on Strategic-Business Alliance (SA), BSNL CO.
20. Allied information asked by other wings and verticals pertaining to Enterprise Business dealt by EB-II Cell.

#### **6.0.4 GM/Sr.GM/PGM (NOFN-PLG)**

1. Bharat Net Phase1(NOFN) Project work related to Kerala, MH, PB, HRY,MP,J &K, West Bengal, Bihar, Assam, CTD, A&N, UP(East), UP(West), Rajasthan, HRY, MP,J&K, West Bengal, Bihar, Assam ,CTD, A&N,UP(East),UP(West),Rajasthan, Uttarakhand & Chattisgarh circles including day to day coordination and monitoring of Duct laid, OFC laid, E-2-E testing, OFC laid GPs, OFC ATed and GPs lit.
2. Bharat Net Phase-II work relating to HRY,MP,J&K, West Bengal, Assam,, UP(East),UP(West),Rajasthan & Sikkim States including day to day coordination and monitoring activities.
3. Bharat Net Phase-II work relating to floating of EPC tender for finalization of PIA (Project Implementing Agency) in States of MP, West Bengal, Assam, UP (East), UP(West) and Sikkim.
4. Preparation and submitting Detail Project Report in respect of Bharat Net Phase-II.
5. Demand of funds from USO funds in respect of Bharat Net Phase-II.
6. Finalisation of Project Implementing Agencies for execution of Bharat Net Phase-II in States of MP ,West Bengal, Assam,, UP(East),UP(West and Sikkim.
7. Assignments of targets, data compilation reg. achievement of targets govt. project review.
8. Monitoring and issuing instructions regarding Google drive.
9. Procurement of OFC&GPON equipment for Bharat Net Project.
10. Planning and distribution of GPON equipments and OF cable in NOFN.
11. Policy framework and Management regarding supply of Telecom PLB duct and accessories to Circles.
12. Timely demand and disbursement of Funds from BBNL to NOFN executing Circles for Project executions.
13. Settlement of completed Blocks after compilation of Final Settlement Statements from Circles.
14. Policy formation for Operation and Maintenance of Bharat Net assets in field.
15. Coordinating with DOT, USOF, BBNL and BSNL Circles to achieve the target.
16. Coordination with NOFN Executing Circles for replacement of lossy fibres.
17. Representing BSNL in various meeting in Ministry and outside.
18. Disposal of VIP references, Parliament questions, Court cases/Legal notices, Audit Memos /Paras, Matter related to complaints, RTI,CPGRAM pertaining to NOFN cell.

#### **6.0.4 (a) GM/Sr.GM/PGM (NOFN-Operation)**

- 1.1 Signing of Revenue Share Agreement, as agreed in in-principle understanding signed with BBNL (copy placed below) and taking further actions for devising revenue share mechanism/model.
- 1.2 Signing of O&M Agreement and subsequent addendums and addressing issues involved for execution of agreement.
- 1.3 Framing policies/guidelines for O&M of NOFN incremental OFC.
- 1.4 Framing Policies/guidelines for First Level maintenance of GPON Equipments installed under NOFN project at all the Gram Panchayats.
- 1.5 Finalisation of commercials, SLA conditions and signing Agreement for leasing of space and Infra charges for installation of BBNL's OLTs in BSNL exchange premises.
- 1.6 Collection of all the required information/documentation from Circles for raising fund demands/invoices to BBNL, examining and scrutinising documents, preparing demand notes/invoices, etc and also taking up with BBNL for release of funds/payment.
- 1.7 Procurement of Stores, Services, etc, if any required by CO/Circles for O&M of NOFN network and correspondence with BBNL/Circles.
- 1.8 Matters related to utilisation of NOFN fibers by BSNL for its own backhaul network as per in-principal understating signed with BBNL.
- 1.9 Providing FPOI to RailTel and PGCIL in non-BSNL Circles and related issues.
- 1.10 Initiating proposals for finalising concessional tariff for services on NOFN and coordinating with other business verticals of BSNL for provisioning of services on NOFN.
- 1.11 Coordinating with DoT/DietY and other agencies for E-Gov. and other services on NOFN network.
- 1.12 Initiating matters for providing upward bandwidth from Blocks and Infrastructure readiness for NOFN project
- 1.13 About 1 Lakh GPs are targeted to be connected by March, 2017, the activities in NOFN-Operations Cell are likely to increase manifold. With BSNL already having signed revenue sharing model and O&M of NOFN with BBNL, O&M of NOFN is also in commercial interest of BSNL.
- 1.14 Persuasion with Circles for rectification of faults, DCN link faults. Coordinate with Circles & BBNL to clear / rerouting of trouble tickets.
- 1.15 POC of new concepts to be implemented over NOFN.
- 1.16 Coordinate with circles to provide FTTH, Wi-Fi etc. connections for Govt. Agencies and individual customers in rural area over NOFN.
- 1.17 Activities related to tendering for GIS mapping of incremental OFC are being carried out.

#### **6.0.5 GM/Sr.GM/PGM (ILD)**

1. To Call financial bids from empanelled bidders for procurement of international internet bandwidth for one-year on lease basis.
2. Finalization of fresh EOI for empanelment of bidders for international bandwidth and to empanel Global Carrier for Global Managed Network Service (GMNS) of BSNL.
3. Calling financial bids from empanelled bidders for procurement of international bandwidth for Satellite Gateway being installed at Ghaziabad to Inmarsat (PoP) Amsterdam.
4. Submission of disputes/ Settlement related to procurement of International Internet bandwidth in coordination with NTR.
5. Work related to payment for BSNL-BSCCL project for leasing of international bandwidth from Agartala to Bangladesh for improving quality of the Internet Connectivity in North East region of India.
6. Submission of issues concerning Europe India Gateway (EIG) cable consortium & Upgrade #3&4.
7. Issues related to A2P international SMS Issues related to ITFS Services.
8. Addition/Shifting of voice interconnect from other submarine cable to EIG.
9. Submission/Analysis on issues concerning BSNL's participation in SEMEWE5 and other upcoming submarine cable system and processing of cyclic payment to submarine consortium.
10. Reports i.r.t Issues related to EB vertical required by higher authorities.
11. Handling of work related to voice-LIM system installed at ILD Gateways and its AMC.
12. Preparation of Capital outlay under RE/BE related to ILD.
13. Updation of Dialling Codes for fixed Line & mobile (MSC Code).
14. RTI, CPGRAM and Parliament Questions.
15. To prepare IPMS Score card for all executives of ILD cell.
16. Organising ILD Committee meeting for India terminating Rates for foreign and prepare the input for the said meeting.
17. Establishing Bilateral Agreement with foreign carriers.
18. Migration of Voice Circuits of Carriers working on TDM Switches to NGN Switches
19. Signing of NDA/ITSA agreement with new foreign PrePaid & Post Paid Carrier.
20. Work related to leasing of bandwidth of BLCS cable, EIG and BSCCL to various Parties.
21. Work related to tariff calculation for leasing bandwidth after getting approval from higher authority.
22. Work related to review of hubbing price policy in respect of SAARC and other Carriers.
23. Work related to SASEC and NKN project.
24. Work related to lease out bandwidth for countries like Bhutan, Nepal, Srilanka Bangla desh on requirement

#### 6.0.6 GM/Sr.GM/PGM (BP-ENT)

BSNL is offering various Enterprise services like Internet Leased Line (ILL), Domestic leased line (DLC), MPLS VPN Services, VSAT services, MNS services, VPNoBB services, ASA services, SWAN etc. BP-Ent section is entrusted with following work and activities related to these services

1. **Fixation of Tariff and issue of clarification for Enterprise Services:** Fixation, revision and clarification on tariff of Internet Leased Line (ILL), Domestic Leased Line (DLC), MPLS VPN, VSAT, MNS, VPN o BB and ASA services.
2. **Formulation of Discounting Policy:** Formulation and revision of Discount Policy for Internet Leased Line (ILL), Domestic Leased Line (DLC), MPLS VPN, VSAT, MNS, VPN o BB and ASA services for enterprise customers.
3. **Formulation of Guidelines for field units:** Formulation of guidelines for field units for forwarding the proposal of tariff / discount for enterprise customers to Executive Committee of Tariff of Enterprise Business Unit (ECT-EBU).
4. **Holding of ECT- EBU meeting:** Holding of weekly meeting for discussion and finalization of ECT proposals received from field units.
5. **Fixation of Target:** Fixation of Revenue Target, Sales Funnel Target and IDC target related to Enterprise vertical.
6. **GPMS target and achievement:** Fixation of GPMS targets, scorecard and collection of report from circles and various sections working under Director (ENT), BSNL CO and forwarding report to restructuring section in respect of corporate office, territorial and non-territorial circles.
7. Handling of tariff and discount on the mission mode projects of Government with BSNL like SWAN, Bharat Net etc.
8. Handling of Parliament Questions, TRAI related matters, Audit paras, court cases, various matter related to DOT, VIP reference, PG cases, RTI cases, etc related to BP-Ent section.,

### **6.0.7 GM/Sr.GM/PGM (EB-Monitoring)**

1. Supercore tender – Implementation of super core in BSNL IP-MPLS network.
2. DDoS tender – Implementation of anti DDoS systems in BSNL IP-MPLS network.
3. Radio Modem tender – Procurement of radio modems for providing last mile connectivity in BSNL network.
4. IP-MLLN tender – Procurement of IP based MLLN equipment for BSNL network.
5. Procurement of new type of MLLN equipment as add-on order over the PO number- CT/PO/29/2016-17, dated 21.03.2017.
6. Finalization of tariff, discounting policy and other terms & conditions for leasing out of dark fibre to other TSPs/ISPs.
7. Resolution of PGRMS/CPGRMS/Audit/CVO cases related to the EB-Monitoring cell.

### **6.0.8 GM/Sr.GM/PGM (NFS)**

#### **1. NFS – 1 Cell**

- 1.1 NFS cell is the Nodal cell for executing sensitive & prestigious NFS Project for Defence. NFS is a huge project which envisages setting up of a separate Telecom Network for Defence.
- 1.2 NFS cell has floated and finalizing tenders for DWDM Network, IP-MPLS for Army, IP-MPLS for Navy, Microwave, GOFNMS , Satellite systems & Encryption devices for Defence.
- 1.3 NFS cell is also going to float a Tender for UNMS which will involve setting up of Data Centers for Armed Forces.
- 1.4 NFS cell is looking after the post operative activity of executed tender of AFNET, viz.,
  - (a) ADD-ON procurement of additional quantities of AFNET Equipments for improving the reliability of AFNET.
  - (b) Installation of 8 GHz STM-I
  - (c) Fund Allotment & Utilization of Bandwidth hiring Charges with

#### **2. DOT/ IAF/ NTR & MTNL**

- 2.1 Cell of BSNL CO has been supervising the execution of around 57,000 KMs OFC Network throughout the country.
- 2.2 NFS cell is also monitoring & executing the NCN OFC Project around 2900 KMs for Navy.
- 2.3 Allotment of funds to all telecom circles for NFS and NCN projects is also done by NFS Cell
- 2.4 Execution of Infrastructure Work for Indian Army including developing 333 Nodes & 13 UNMS buildings and 10 Tele presence studios .
- 2.5 Execution of Infrastructure Work for IAF including developing a total of 107 sites under Priority I(78) and Priority II(29) sites



## **6.0.9 GM/Sr.GM/PGM (Fin)/ENT**

### **1. T&C SECTION**

- 1.1. Evaluation and approval of policies and processes regarding tariff & costing for Enterprise Business Unit and formulation of costing methodology (by product/ service).
- 1.2. Fixation as well as periodic revision of rates including benchmarking against competitors' offerings.
- 1.3. Evaluation of tariffs using market/ competitor benchmarks, internal cost estimates and regulatory guidelines to ensure profitability for the Enterprise business unit.
- 1.4. Providing approval for all tariff plans for the Enterprise business unit executed in Cities and Circles.
- 1.5. Approving discounts for enterprise customers proposed by GM (Enterprise Business – I) for platinum customers and GM (Enterprise Business – II) for gold & Silver customers to ensure profitability and regulatory compliance.
- 1.6. Approving Channel Partner Policy and Channel Commission Structure proposed by GM (Enterprise Business – II) for serving silver accounts to ensure profitability and regulatory compliance.
- 1.7. Formulation of policy for engaging services of external agencies (as and when required).
- 1.8. Hiring of International Bandwidth from ILD Service Providers as per requirement of company.
- 1.9. Evaluation and fixation of rates for termination of Incoming & Outgoing International Traffic for various countries/destinations.
- 1.10. Evaluation and finalization of bids invited by GM (ILD) for empanelment and hiring of International Bandwidth.
- 1.11. Settlement of claims received from ILD Service Providers for ILD Services.
- 1.12. Evaluation of proposals/agreements with Deptt. of Space / ANTRIX/ ISRO for hiring of Satellite Bandwidth.
- 1.13. Examination of proposals from GM (Radio) for payment of Spectrum charges (Royalty and License Fee) to WPC (DOT) for Point to Point Terrestrial Micro Wave (MW) links.
- 1.14. Dealing with financial concurrence/examination of Tender Cases, SLA, Guidelines, Clarifications, EoI Terms and Conditions etc. – Cases/proposals received from GM (EB-I), GM (EB-II), GM (BP-Ent.), GM (Radio), GM (ILD) & GM (CNO).

## **2. RM SECTION**

- 2.1. Draft Audit/C&AG Paras pertaining to short/non billing and non-disconnection of leased circuits due to non-payment.
- 2.2. Write off cases of long pending outstanding dues of leased circuits received from the circles.
- 2.3. Examination and vetting of DAP/C&AG paras of all units of Enterprise Business vertical routed through Enterprise (Finance) Section to get the approval of Director (Ent.), CO BSNL.
- 2.4. Preparation of IPMS Score Cards and Targets of executives & GPMS of EB (Fin) Section.
- 2.5. Disposal of Inspection Memos related to Enterprise (Finance) submitted by P&T Audit during annual inspection.
- 2.6. Revenue monitoring i.e. comparison of amount billed for (ABF) – month wise/year wise w.r.t. each circle – review thereof w.r.t. proportionate target of corresponding previous year.
- 2.7. Examination and compilation of segment wise outstanding dues received from the circles through SLR and realization thereof.
- 2.8. Compilation of ABF, recovery and outstanding and analysis thereof to improve the collection efficiency as per targets fixed.
- 2.9. Recovery of outstanding dues of leased circuits from Central/State Govt., Defence and private parties by the circles.
- 2.10. Compilation of Sub Ledger Report of leased circuits of all circles.
- 2.11. Dealing with Parliament Question relating to revenue monitoring of leased circuits.
- 2.12. Preparation of circle wise statement for revenue comparison, analysis of shortfall in revenue and identify the reasons for shortfall in revenue for HOCC.
- 2.13. Submission of circle wise quarterly performance of outstanding less than three month/more than three months and collection efficiency achieved during the quarter to Sr. GM (Fin) – Ent.
- 2.14. Coordination with circles for reconciliation of circuits commissioned with circuits billed for and billing of non-billed circuits.
- 2.15. Technical write-off of ten year old irrecoverable outstanding due of leased circuits under Technical Write-off Policy for ten year old irrecoverable outstanding dues of leased circuits.
- 2.16. Fixation and monitoring of target for liquidation of Revenue arrears of leased circuits.

- 2.17. Settlement of claims between MTNL & BSNL.
- 2.18. Comparison of ABF & achievement made during every quarter with that of previous year and quarterly statement for submission to Director (Ent.) appraisal.
- 2.19. Monthly analysis of revenue and outstanding of leased circuits.
- 2.20. Preparation of meeting data in respect of revenue and outstanding of leased circuits.
- 2.21. Monitoring of timely billing of leased circuits from circles.
- 2.22. Compilation of monthly Sub Ledger of Leased Circuits.
- 2.23. Compilation of lease circuits newly commissioned/pending for migration in CDR system.
- 2.24. Compilation of recovery for project Aishwariya on monthly basic.
- 2.25. Preparing statement for ABF as per BCA wise for watch on revenue.

## **6.1.1 GM/Sr.GM/PGM (Radio Planning cell)**

### **1. Objective:**

Planning and procurement of Radio and Satellite Network as apart of Core Network expansion / upgradation and ensuring timely roll-out by coordinating with Circles, Project Circles & Maintenance Regions.

- 1.1. Planning and procurement of VSAT Network
- 1.2. Procurement of Radio Systems for GSM Access Network
- 1.3. Procurement of ADSS OF Cable
- 1.4. Procurement of Test Instruments for OF and Radio Systems
- 1.5. Procurement of equipment for Development of Transmission Network in NE Region, A&N Islands and Lakshadweep Islands.
- 1.6. Planning and implementation of Submarine Cable Projects

### **2. Key Responsibility Areas (KRAs):**

#### **2.1 Planning and Procurement:**

Creation of long-term and short-term plan and budget for expansion and up gradation of Radio and satellite Network assets.

- 2.1.1. Planning and Procurement of Radio and satellite Network assets.
- 2.1.2. Procurement of ADSS Cable for Core and Access Network.
- 2.1.3. Implementation of various transmission for development of NE Region
- 2.1.4. Implementation of Government / USOF added schemes.
- 2.1.5. Diversion of Equipment to meet immediate requirement.
- 2.1.6. Procurement of Test Instruments for OF and Radio Systems

#### **2.2 VSAT Business:**

- 2.2.1. Procurement of VSAT, up-gradation of Hub etc.
- 2.2.2. Taking part in Steering Committee
- 2.2.3. Procurement of satellite bandwidth.

#### **2.3 GSPS Business:**

- 2.3.1. Procurement of Handsets for GSPS Business
- 2.3.2. Roll out of new services
- 2.3.3. Taking part in Steering Committee
- 2.3.4. Procurement of satellite bandwidth.

#### **2.4 Submarine Cable Project:**

Planning and implementation of Chennai – Andaman Submarine Cable System

## **2.5 Spectrum Management:**

- 2.5.1. Coordination with ISRO for leasing Satellite bandwidth.
- 2.5.2. Optimisation of Satellite bandwidth from time to time.
- 2.5.3. Allocation of Spectrum for Microwave systems from WPC.
- 2.5.4. Payment of transponder Charges to Antrix Corporation.
- 2.5.5. Payment of Spectrum Charges for Microwave links (Point – to Point) and Satellite Systems to WPC.

## **2.6 Hiring of Bandwidth for strengthening of Core Network:**

- 2.6.1. To assess the need for hiring bandwidth from other operations in consultation with field units.
- 2.6.2. To finalise agreement and commercials with other operators for hiring bandwidth.
- 2.6.3. To obtain approval of Competent Authority for hiring bandwidth from other operators.
- 2.6.4. Monitoring of utilisation hired bandwidth.
- 2.6.5. Hiring of Dark Fibres on need basis.
- 2.6.6. Co-ordination with PGCIL, RailTel and other operators for hiring of bandwidth or dark fibres.

## **2.7 Other activities:**

- 2.7.1. To ensure timely roll-out, upgradation and integration of Core Network assets across Zones, in line with the overall network plan for BSNL
- 2.7.2. Planning, co-ordination and monitoring of various activities related to development of network in North East Region.
- 2.7.3. Co-ordination with DOT, DOS and other Government Agencies.
- 2.7.4. To manage relationships with vendors, suppliers,
- 2.7.5. Liaising with Project Circles, Maintenance Regions and Territorial Circles for implementation of various Projects.
- 2.7.6. Development of employees to ensure continuous improvement in individual and company performance.
- 2.7.7. Encouraging a performance-oriented culture with emphasis on team-building and mentorship.
- 2.7.8. To provide inputs to TEC for formulation of GRs of various equipment used in Transmission network.
- 2.7.9. To assist field units in various technical matters.
- 2.7.10 Overall co-ordination with Eastern Zone Circles.

## 6.1.2 GM/Sr.GM/PGM - Core Network Planning (CNP) Cell

### 1.1 Objective:

Planning of core Network assets including procurement Planning of OFC ,Next Generation Optical Transport Network (NG-OTN),IP/MPLS,Converged Packet Network(CPAN) and ensuring timely roll-out by coordinating with Territorial Circles, Project Circles & Maintenance Regions.(On OFC Media)

### 2. Activities:

- 2.1 Creation of long-term and short-term plan and budget for expansion and up gradation of Core Network assets.
- 2.2 Planning(including Procurement Planning) of Core Network assets.
- 2.3 Core Network assets defined as
  - Transmission media/OFC up to local exchange (PSTN/NGN LMGs)/Broadband (DSLAMs).
  - MPLS Core Network devices and MNGT, along with Transport layer.
  - Optical Transport Network(NG-OTN),
  - Converged Packet Access Network(C-PAN).
- 2.4 Creation of a Super Express Highway across the country and Super Express Transport Network with 200GBPS line capacity.
- 2.5 Compilation of expansion plans submitted by each Circle with CPB/RTPC.
- 2.6 Liaisoning with other business units namely CFA and CM for synergy.Procurement Planning and Project formulatin for Core Network Equipment by liaisoning with PGM/GM(NWP-CFA/NWP-CM) after assessing the field requirements/plans.
- 2.7 Pro-active evaluation, testing and adoption of new technologies, based on  Business needs.
  - Competitor benchmarking.
  - \* Formulation of policy for engaging services of external agencies (as and when required)for network expansion and upgradation.
- 2.8 Engaging and monitoring of projects for network expansion, upgradation and maintenance, against pre-defined SLAs( liaisoning with relevant sections for the same).

- 2.9 Ensuring timely roll-out, upgradation and back-integration of Core Network assets across Zones, in line with the overall network plan for BSNL.
- 2.10 Liaisoning with Project Circles and Maintenance Regions for Implementation of new task such as OFC routes,NG-OTN,IP/MPLS and CPAN.
- 2.11 Development of employees to ensure continuous improvement in individual and company performance.
- 2.12 Encouraging a performance-oriented culture with emphasis on team building and mentorship.
- 2.13 Creating detailed project plans for large projects-including Project Management software and PMP methodology for implementation.

### **6.1.3 GM/Sr.GM/PGM (CNO)**

1. Monitoring of Average Restoration time of OFC Cable fault (in hrs)
2. Monitoring of Performance of NKN circuits
3. Monitoring & analysis of daily fault reports & coordination with regions for early restoration of delayed faults
4. Monitoring & analysis of OFC Network Reliability.
5. Monitoring & resolving issues of transmission maintenance.
6. Processing case related to hiring of dark fiber etc from DMRC/OIL/Railtel.
7. Processing of O&M issues of ILD projects such as BLCS & EIG etc
8. Processing of RE & BE cases of Regions
9. Processing of DAP & CAG paras
10. Processing of VIP & PG /RTI/TRAI /Parliament Question
11. Processing cases related to Implementation of Transnet
12. Processing of Extension AMC of Transmission equipment
13. Processing cases related to staff related issues/ CNO cell work
14. Processing cases related to scrapping of transmission equipment of Maintenance regions under project Samundra manthan.
15. Processing the cases of conversion from IPV4 to IPV6 (RBI Cases)
16. Processing of Action Taken Note on C&AG pending Para cases.
17. Monitoring & resolving issues of MPLS Network & transmission.
18. Annual Audit of Security Policy of BSNL MPLS Network & transmission.
19. Processing of AMC of O&M for Huawei make MNGT and Ad- on
20. Processing of AMC cases MLLN/MPLS
21. Guide lines related with MPLS-OP cell.
22. Loading of transmission network element.
23. OTN network coordination and monitoring.
24. DWDM & SDH coordination and monitoring.
25. CPAN implementation and coordination.
26. Complete O&M activities of MPLS NOC & MPLS network including loading and routing.
27. ILD gateway links monitoring.
28. Processing the cases regarding revision of norms for new vehicle purchase, hiring of vehicles for OFC maintenance work.



### **6.1.3 GM/Sr.GM/PGM (LC)**

#### **1. Key Responsibility Areas**

- 1.1. Service delivery of Leased Circuits.
- 1.2. Service assurance of Leased Circuits.
- 1.3. Pursuance with the circles for commissioning of Leased Circuits.
- 1.4. Rectification of faults i.r.o. Leased Circuits for their smooth functioning.

#### **2. List of various activities in Leased Circuits Unit at BSNL CO.**

- 2.1. Coordination with all Circles for service delivery and service assurance of leased circuits to our users.
- 2.2. Finalization of annual, quarterly target for commissioning of leased circuits and monitoring its achievement.
- 2.3. Monitoring of leased lines commissioning by various field units as per assigned targets and coordination with various units at corporate office for achievement of the same.
- 2.4. Persuasions for long pending Leased circuits and bulk leased circuits of corporate customers regularly of all circles and monitoring for commissioning.
- 2.5. Monitoring of pending Leased Circuits and addressing critical constraints in the field for its early commissioning.
- 2.6. Resolving critical issues for provisioning of Leased Circuits e.g. arrangements of modems, MLLN equipments etc.
- 2.7. Creating an accurate base-line of billing records of the existing leased circuits.
- 2.8. Monitoring and Implementation of IT system and tools to ensure effective provisioning of leased lines to enterprise customers and correct billing thereof.
- 2.9. Ensuring correct provisioning & billing process for all leased circuit sold to the enterprise customer by liaisoning with other business/field units.
- 2.10. To collect weekly status of commissioned, upgraded & closed leased circuits & pendency of leased circuits from all circles and Preparing various Weekly, Monthly & Quarterly reports & Power point Presentation in respect of provisioning & up gradation of leased circuits for Director (Ent.) & CMD, BSNL weekly review meetings.
- 2.11. Coordination with field units for resolution of long pending Leased Line complaints.

- 2.12. Co-ordination with circle's EB units for various issues related to leased lines.
- 2.13. Processing of DAP and C&AG para's (framing ATNs), VIP cases, Minister Cases, Parliament cases, RTI, TRAI etc.
- 2.14. Attending of CGMs Meeting, conference and taking steps for implementation of the decisions taken therein.
- 2.15. Processing all cases & resolution related to leased circuits, as forwarded by Director (Ent.), CMD, BSNL and DoT also monitoring and resolution of PG cases.
- 2.16. Coordination with different telecom circles for provision of various telecom facilities such as war contingency circuits, bulk media circuits on the lease to defence authorities as per their needs and also their operation and maintenance for maximum efficiency.
- 2.17. Collection of statistical report and data relating to MPLS/ VPN /P2P/Internet leased circuits.
- 2.18. Study of the cause of complaints for evolving remedial measures and increasing the efficiency of the leased line services.
- 2.19. Collection of statements from field units regarding LC complaints and analyze them.
- 2.20. Suggesting any modification in the field organization structure from the trends of complaint patterns for suiting the customer needs and to cope with grievances.
- 2.21. Correspondence with ITPC Pune & CDR team Chandigarh related to technical matters.

## **7.1 GM/Sr.GM/PGM (CP & M)**

### **Corporate planning and Monitoring Cell**

1. Preparation of draft MOU with Corporate Plan, Brief Note on BSNL, IMC documents and High level presentations on MOU. Signing of MOU and review meeting of MOU etc,
2. Works related to preparation of Evaluation performance report (Composite Score) of MOU.
3. Works related to preparation of Quarterly performance report (QPR) of MOU
4. Preparation of Monthly DELs Progress Report, Market Share and Quarterly report of Revenue Share..
5. Preparation of fund for Capital works under RE and BE/ Timely formulation of Outcome budget to BFC&I cell / Annual Plan Proposals of BSNL.
6. Preparation of Replies of COPU & Demand for Grants, Standing Committee etc.
7. Coordination with various business units for reply to Para's / observations of Parliamentary Committee/ Study visit / Standing committee etc.
8. Works related to preparation of Various monthly/quarterly/half yearly/yearly reports like, six parameter, NE region, Annual Report, Critical areas, Network expansion, Annual report, Monitorable targets, TSP areas etc
9. Monitoring of ongoing telecom projects costing Rs 150 and above to MOSPI on monthly basis and ongoing telecom projects costing Rs 150 Cr less than and above to DPE under MOU on quarterly
10. Planning & review of telecom services in North Eastern Region etc.
11. Preparation of brief note and Corporate slides on monthly basis and as & when required by DOT & BSNL in respect of various study visit, parliament questions and high level presentation.
12. Disposal of VIP references, PGRMs cases, Audit memos/paras, parliament questions/Assurances etc pertaining to above subjects
13. Updation of E- samiksha on monthly basis.
14. Works related to un interrupted telecom connectivity for Amarnath yatra every year and subsidy support, and payment related queries etc..

## **7.2 GM/Sr.GM/PGM (Corporate Marketing)- CA**

### **1. Job Objective:**

Undertaking all corporate marketing activities for BSNL such as Marketing & Business Promotion Activities, BSNL Brand Visibility Enhancement, BSNL Reach Expansion, etc

### **2. Key Responsibility Areas (KRAs): -**

- 2.1. Annual Marketing Budget allotment to Business Verticals of BSNL CO & to Circles.
- 2.2. Processing of Additional Budget requisition of Circles/ Business Verticals.
- 2.3. Monitoring the spend against budget at corporate level.
- 2.4. Carrying out BSNL Branding & Marketing campaigns in various media like
  - Electronic including TV, Radio,
  - Outdoor Electronic,
  - Print,
  - Outdoor,
  - Personal Media,
  - Etc.
- 2.5. Processing/Monitoring of Sponsorship cases to expand BSNL Brand visibility & Brand popularity.
- 2.6. Production of TVCs / Corporate Films/Creatives for use of BSNL CO & Circles for uniform branding.
- 2.7. Market Research through IAAs empanelled with DAVP to assess impact of BSNL Branding & Marketing activities in various media on pan India basis.
- 2.8. Dealing court case/Arbitration cases related to marketing activities.

## 8.1 COMPANY'S SECRETARIAT AND LEGAL DIVISION

### List of activities of Company Secretary & CGM (Legal) / Asstt. Company Secretary & GM (Legal)

#### **Company Secretary & CGM (Legal) / Asstt. Company Secretary & GM (Legal)**

**Introduction:-** In line with the provisions of the Companies Act 1956 and amendments/re-enactments thereof, BSNL has appointed One Company Secretary & CGM(L) - a Key Managerial Personnel; and to assist him One Assistant Company Secretary & GM(Legal). The Office of CS being a Statutory One, various statutory and other responsibilities are cast upon the Company Secretary by the Companies Act and various other statutes.

**Objective:-** The Secretary acts as a vital link between the company and its Board of Directors, Shareholders, government and regulator by rendering Corporate Governance & Secretarial services as well as Corporate Laws Advisory & representation services. Being staff function, provides in-house legal aid to business units and other shared support functions on matters related to a specific area (e.g. HR, procurement, regulation etc.) by liaising with external lawyers and legal agencies.

Accordingly, the duties being discharged by the Secretariat and Legal Division of the Corporate Office is as follows:-

#### **A. Under the Companies Act 1956:**

##### **1. Corporate Affairs**

- 1.1. To act as Key Managerial Personnel pursuant to the provisions of the Companies Act 2013 and Rules thereunder;
- 1.2. Convening meetings of the Board of Directors/Committees, as directed by the Chairman or as decided by the Board;
- 1.3. Preparation and circulation of agenda papers for Board/Committee meetings;
- 1.4. Attending meetings of the Board/Committee and noting the decisions taken;
- 1.5. To provide assistance and advice, where needed, to the Chairman on the conduct of meetings;
- 1.6. Drafting minutes of the Board/Committee meetings and getting them approved;
- 1.7. Keeping proper record of the minutes and circulating them for follow-up action;
- 1.8. Maintenance of Statutory Books;
- 1.9. Maintenance of non-Statutory Books;
- 1.10. Convening annual general meeting and extraordinary general meetings;
- 1.11. Preparing the Director's Report and Chairman's Speech and coordinating with Finance Accounts functions in finalising annual accounts;
- 1.12. Recording the minutes of annual/extraordinary general meetings;

- 1.13. Filing annual accounts of the company with the Registrar of Companies;
- 1.14. Filing the Annual Return of the Company;
- 1.15. Filing of various returns, resolutions, etc. by the due date with the ROC;
- 1.16. Work relating to allotment of shares and payment of dividends, if any, including Public Issue work, if any;
- 1.17. Correspondence with the Shareholders and Members;
- 1.18. Flotation of new companies/subsidiaries; (registration as promoters – registration of documents and compliance of legal requirements);
- 1.19. Any other statutory work relating to new/subsidiary companies;
- 1.20. To institutionalize good corporate governance practices and Issuance of advisories/guidelines to all concerned for effective implementation of corporate governance norms including compliance of applicable laws/rules, directives and guidelines of the Government.

**B. Legal Functions:**

1. Acting as Internal Legal Adviser.
2. Liaison and coordination with the Advocates of the Company in respect of cases relating to Corporate office allocated by the Sectt.
3. Preparing briefs on legal issues for reference to the advocates.
4. Tendering advice on various matters involving legal interpretation to the line functionaries, acting as adviser in regard to compliance with mercantile, industrial, labour, tax and other laws having a bearing on the activities of the company.
5. Assisting in arbitration matters and conflict resolution;
6. Preparing briefs and material for filing cases and also defending them;
7. Drafting and vetting of contracts, power of Attorney and other legal documents from time to time;
8. Appearing before various authorities, State/Central and municipal, in connection with the activities of the Company;
9. Empanelment and allocation of cases to Advocates/Firm of Advocates at the Corporate office level; and
10. For effective management and monitoring and resolution of court cases, issuance of advisories/guidelines to all concerned.

**C. Other Administrative and Ministerial Functions / Duties**

1. Compliance with the instructions of DoT;
2. Compliance with the guidelines/instructions of Deptt. Of Public Enterprises;
3. Compliance with the guidelines/instructions of SCOPE;
4. Discharging the responsibilities and statutory functions as Principal Officer of the Company under various statutes;
5. Parliament questions relating to the Secretariat;
6. Any other matter assigned.

## **9.1 GM/Sr.GM/PGM (C & M)**

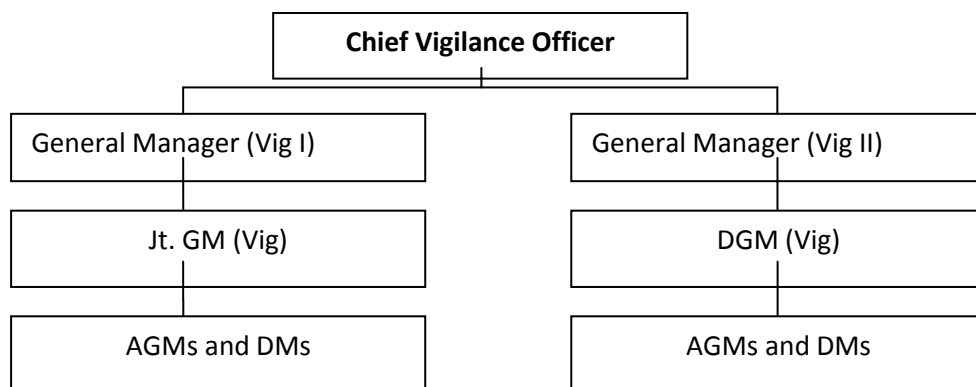
### **Coordination & Monitoring Cell (C&M) in CMD Secretariat**

1. Coordination and Monitoring of important works/ projects of all the verticals at CMD level.
2. Submission of revenue reports of Circles & 63 Selected SSAs etc., to Board of Directors & CMD. (based of Fin-CFA revenue reports)
3. Preparation of various speeches/ messages/ presentations/ replies to questionnaires etc., for CMD BSNL.
4. Assistance to CMD on various vigilance/ performance appraisal related issues.
5. Processing & Monitoring of important papers/ files marked by CMD.
6. Coordination & bridging the gap among business verticals for smooth working.
7. Conveying directions of the CMD to the concerned Vertical Director for follow up/ actions.
8. Submission of reports to DoT on important activities for cabinet secretariat and network expansion report.
9. Ensuring disposal of various written/ email complaints addressed to CMD and VIP cases (Note Sheets) received from the O/o Hon. Minister.
10. Coordination and ensuring submission of consolidated replies to the information/ inputs sought by DoT/ O/o Hon. Minister from time to time.
11. Special focus on coordination on new area like smart cities, IoT. VNO/VNE, INMARSAT, Disaster solutions, Social media engagements etc.
12. Organizing various meeting convened by CMD.
13. Any other matter assigned by the CMD.

## 10.1 CVO

### List of activities of CVO Cell

1. Structure of CVO Office is detailed as below:-



2. Various activities performed by CVO Office is as below:-
  - 2.1 Ensuring observance of guidelines and rules of conduct issued by the Central Vigilance Commission (CVC) as well as by the Government.
  - 2.2 Undertaking preventive measures for elimination of corruption and malpractices.
  - 2.3 Study and examination of systems and procedures followed in various departments.
  - 2.4 Identifying sensitive and corruption-prone areas on basis of examination.
  - 2.5 Suggest measures to eliminate scope for corruption.
  - 2.6 Monitor personnel posted in such areas.
  - 2.7 Planning and execution of surprise inspections in sensitive and corruption-prone areas to detect existence of malpractices and systemic failures.
  - 2.8 CTE type inspection of high value contracts/ procurements.
  - 2.9 Creation of list of employees of doubtful integrity and ensuring proper surveillance on the same.
  - 2.10 Preparation of Agreed List in consultation with CBI.
  - 2.11 Formulation and implementation of action plan on anti-corruption measures, including organization of vigilance awareness and fraud prevention programs.



- 2.12 Investigation and speedy processing of vigilance cases against employees across all cadres and functions, and undertaking punitive measures against employees found guilty.
- 2.13 Ensuring timely preparation of chargesheet, statement of imputations, lists of witness, witness statements and other important documents required for inquiry.
- 2.14 Ensuring timely appointment of Inquiring Officer as well as distribution of above documents to the accused employee and the Inquiring Officer.
- 2.15 Ensuring prompt processing of the case by the Inquiry Officer, for review by the Disciplinary Authority.
- 2.16 Scrutinizing final orders passed by the Disciplinary Authorities, with a view to see whether a case for review is warranted.
- 2.17 Consulting CVC at all stages where required.
- 2.18 Taking adequate action with regard to writ petitions filed by accused employees.
- 2.19 Providing proper assistance to CBI in investigation of cases entrusted to them or initiated by them based on their own sources of information.
- 2.20 Ensuring timely implementation of orders issued after investigation of vigilance cases.
- 2.21 Preparation of Monthly Report related to various Vigilance related activities for submission to CVC.

## **11. OSD to CMD**

### **1. List of activities of OSD to CMD**

Responsible for 'Project Operation Samundra Manthan' is as under.

- 1.1 Monitoring of on-line reporting of various activities/items of project OSM with circles/units.
  - Usable, non-usable and surplus assets under inventory head.
  - Usable , non-usable and surplus assets under non-inventory head
  - Slow moving and non-moving inventories.
  - Disposal of non-usable inventories/assets.
  - Usable surplus inventories/assets.
  - Audit of Assets.
  - Capitalisation of work in progress.
- 1.2 Issue of the guidelines for various above OSM related activities.
- 1.3 Planning and conduction of 2 days video conference with the CGMS of all (48) BSNL Circles and units on monthly basis.
- 1.4 Periodic Review and updating of performa/annexure for online reporting On-line for "OSM".
- 1.5 Visit to the circles/units to inspect the various store locations/ buildings to review the progress of OSM and holding meeting with CGMs/SSA heads and nodal officers.
- 1.6 Co-ordination with the various Verticals in Corporate Office to address the issues raised by 48 circles/units during video conference and with corporate office. Extending support to Circles/ Units to execute the OSM activities related to OSM and to address various issues raised by circles i.e. Audit of assets, Inventory and WIP and disposal of scrapped items.
- 1.7 To apprise the CMD and Management committee of BSNL Board regarding the progress of various activities on OSM on monthly basis.